



# DialCare

While in the USA, your insurance plan includes access to DialCare, supporting you in your time of need. DialCare is a virtual and telephonic counseling service focused on providing safe, secure, and private means of seeking mental health assistance from licensed counselors.

To get started, visit <https://dialcare.com/verify> to setup your account for the first time.

Please note - you can only register once your plan has started, and only within the USA.

## 1. Verify Your Account

To get started, all members need to select "Verify" under Dialogue Virtual Student Counseling. You will only need to enter:

- First Name
- Last Name
- Date of Birth
- Student ID (8-digit IMG ID found on your ID card)
- Select Verify

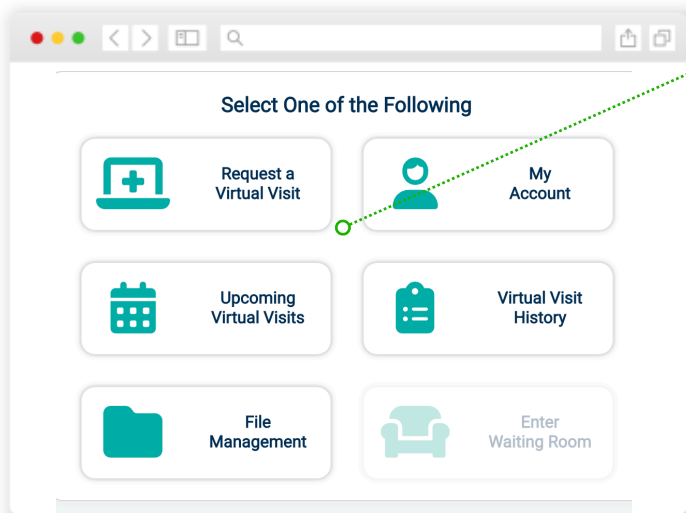
**DO NOT** enter in your State, Student Grade or School District - leave them blank!

All members need to enroll this way, even if you are not high school or middle school.

## 2. Enter your Personal Details

You will then be prompted to enter your personal details, including your mailing address and phone number. Create your username and password and select "Continue".

**Please note:** If you are under age 18, you'll need to enter an "Authorized Consenter" to your account. You will be able to enter this information on the next page.



### 3. Schedule an Appointment

Once you've completed the registration, you can login to DialCare with your username and password and schedule a virtual appointment as needed!



### 4. Download the App

Download the Apple or Android mobile app and seek care right from your mobile device!

#### Consultation Times

Members can access their account 24/7, but appointments will be held between 7am to 10pm, seven days a week online, over the phone, or through the DialCare mobile app. DialCare counselors will reach out via phone or video chat upon request, and each appointment is scheduled for 30 minutes. Follow-up sessions may be scheduled, and you can request the same counselor you previously consulted, upon availability.



**Our 24/7 Customer Care team  
is always here to help:  
855-335-2255**