

**CLIENT SUCCESS STORY**

# Looking for more value in virtual care? Focus on the employee.

Employers are increasingly adopting virtual care solutions to deliver better and more affordable healthcare to their employees, but they are facing challenges promoting the new benefits. Teladoc Health and Accolade are partnering to build awareness and increase the use of quality, cost-effective healthcare.

## The challenge

According to the National Business Group on Health in 2018, 96 percent of large employers are incorporating telehealth services into their benefits plan. Fifty-six percent of large employers will expand their telehealth offering to include employee behavioral health services—more than doubling that of 2017.<sup>1</sup> Yet, with all the available healthcare options, utilization remains a challenge. It is difficult for members to recall and engage with the most appropriate benefit in their time of need, causing anxiety and confusion.

43% of employees admit to never using the healthcare tools available from their employer<sup>2</sup>

## The approach

Teladoc Health and Accolade work together to help members navigate the healthcare ecosystem, educating them on the virtual care benefits available to them.

**Accolade** →

Accolade helps members navigate the complexity of their benefits, educates them on care alternatives, and promotes Teladoc Health's virtual care services when appropriate.

**Teladoc Health** →

Members can seek resolution to their specific care needs through Teladoc Health's comprehensive virtual care solution, including telehealth, expert medical, and behavioral health solutions.

**Teladoc Health and Accolade**

Teladoc Health and Accolade collaborate and share collective data to improve follow-up engagement and outcomes.

## The results

The Teladoc Health and Accolade partnership has served Lowe's Home Improvement associates and their dependents since 2015. Together, personalized guidance and a comprehensive virtual care solution has driven significant results, including increased associate satisfaction.<sup>3</sup>

**2,881**

Accolade referred  
Teladoc visits

**24%**

of Lowe's associates  
who utilized Teladoc  
services were directed  
by Accolade

**\$2M+**

savings for Lowe's  
in 2018



Teladoc Health is committed to delivering the highest quality care. Having the personal navigation support of Accolade is a powerful benefit for employees and a resource that helps boost utilization and increase access to quality, cost-effective care.

## Summary

With a high-touch, technology-based approach, Teladoc Health and Accolade are modernizing how people experience healthcare. By helping members understand their benefit options so they can receive the right care at the right time, outcomes are improved and high-quality healthcare becomes a reality for millions of people.

<sup>1</sup>2018 Large Employers' Health Care Strategy and Plan Design Survey, National Business Group on Health, conducted between May and June 2017.

<sup>2</sup>Harris Poll on behalf of Accolade, (2015, Sept.), Accolade Consumer Healthcare Experience Index

<sup>3</sup>Lowe's, July 2015–June 2018 (3 years)

## LEARN MORE

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### About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

**Accolade.com**  
**inquiries@accolade.com**

### About Accolade

Accolade is a personalized health and benefits solution that improves the experience, outcomes and cost of healthcare for employers and their members. With compassionate advisors, clinical experts and intelligent technologies, we engage people in their health, establish trust, and influence their decisions at every stage of care.