



FACT SHEET

A four-pronged approach to addressing health inequity

At Teladoc Health we believe health equity is achieved when the highest quality medical and non-medical health resources are accessible to all people, everywhere, so that they can attain their full health potential. But far too often health equity is the exception, not the rule. Race, gender, disability status and even location all play a role in how likely a person is to reach that potential.

Consider these facts:

14.2% OF WOMEN AGED 18 TO 64

live in poverty compared with 10.5% of men¹

21.5% OF HISPANIC ADULTS

have been diagnosed with diabetes compared with 13% of white adults²

Americans in rural communities report more chronic conditions and describe themselves in poorer health than urban residents³

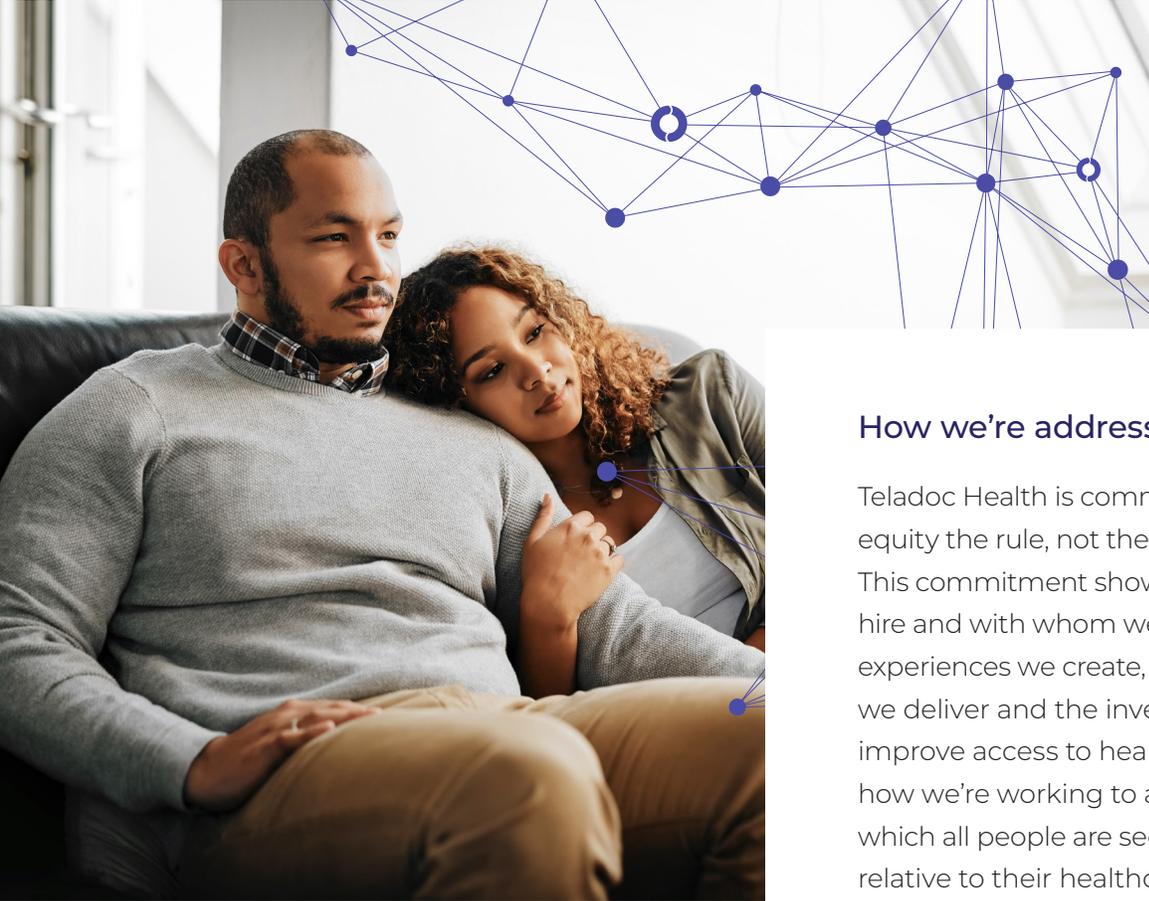
Only 6.3%

of Asian American adults received mental health services in 2018 compared with 18.6% of non-Hispanic white adults⁵

People with disabilities have less access to healthcare than those without disabilities⁶

~20% OF PEOPLE THAT IDENTIFY AS LGBTQ

avoid medical care out of fear of discrimination⁴



How we're addressing health inequity

Teladoc Health is committed to making health equity the rule, not the exception—for everyone. This commitment shows up in the people we hire and with whom we work, the products and experiences we create, the quality of healthcare we deliver and the investments we make to improve access to healthcare. Together, this is how we're working to accelerate a future in which all people are seen, heard and understood relative to their healthcare needs.

Putting people at the forefront

We've established governance, leadership and workforce infrastructure to ensure **our people focus on health equity** in each area and every level of our business.

Program highlights⁷

- Our supplier diversity program and Center of Excellence have led to a shift in purchasing that **increased our annual spend across certified diverse and minority suppliers by six times**. We also provide post-bid debriefings to diverse suppliers who were not successful so that they can be more competitive in future bidding.
- **More than 1,400 Teladoc Health employees** participate in our seven business resource groups designed to connect employees who **share similar characteristics, special interests or life experiences**.



88% of Chronic Care Management coaches are female



~40% of Chronic Care coaches hired in 2021 are from **diverse backgrounds**

Developing equitable products & services

We create and evolve our products and services to support a range of member needs, meeting people where they are to reduce barriers to care.

Program highlights⁷

- With on-demand **member support in over 240 languages** and through products like Chronic Care Complete (available in Spanish), we are **extending culturally and linguistically appropriate access** to healthcare resources.
- We help promote health equity through capabilities that **accommodate phone-based preferences** and **low-bandwidth situations**, in addition to those that support people with physical impairments that can reduce mobility.

More than half of active users of our chronic care solutions live **in vulnerable or underserved** communities



Providing quality care

We provide the **highest quality, culturally aware care** to improve the healthcare experiences and health outcomes of those we are privileged to serve.

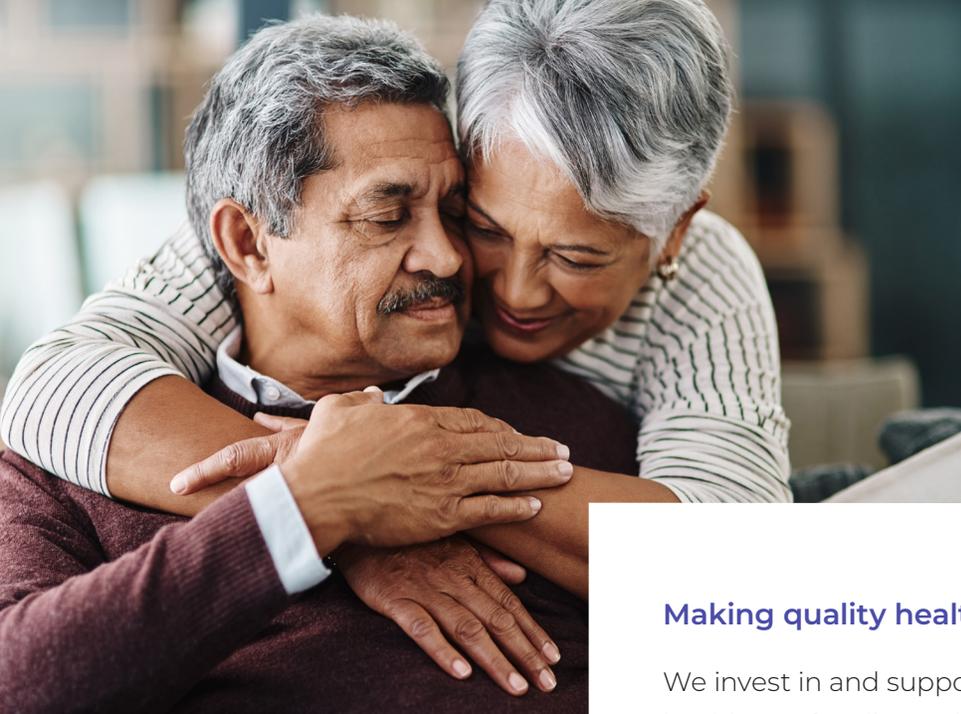
Program highlights⁷

- Teladoc Health coaches meet each member where they are to **develop trusting partnerships**. By considering how social determinants of health may impact a member's life, our coaches empower these individuals to **reach their self-determined health goals**.
- Our clinicians have the training and resources to provide a care experience that's sensitive to life

stages, preferences, cultural differences and lived experiences. For example, as part of onboarding, all physicians complete training on **caring for individuals who identify as LGBTQ**. Additionally, our clinicians are trained to support members who identify as deaf or hard of hearing when they choose American Sign Language as their preferred language for a Teladoc Health visit.



20+ Global Medical Directors inform care and program development



Making quality healthcare more accessible

We invest in and support efforts to improve access to quality healthcare for all people, everywhere.



Member communications are written at a 6th grade level or below to address varying health literacy levels



I hadn't felt listened to in a long time. These are tears of joy."

—Teladoc member

Program highlights⁷

- **42% of Teladoc Health mental health visits** by Medicare Advantage members offered **treatment that would not have been** sought otherwise, helping to push back on the stigma associated with seeking mental health care while increasing access to it.
- We **advocate for key health equity issues** on both the state and federal level, working with policymakers to **address persistent disparities** in connectivity, access to technology and digital literacy and advancing innovative solutions to expand access to care.

Health equity is a complex issue with no simple solution. An effort this large requires systemic change and organizations working together to achieve health equity for a better society and a better world. Let's do this together.

¹SAMHSA.2014. "Past Year Mental Disorders among Adults in the United States: Results from the 2008-2012 Mental Health Surveillance Study." CBHSQ DATA Review. [samhsa.gov/data/sites/default/files/NSDUH-DR-N2MentalDis-2014-1/Web/NSDUH-DR-N2MentalDis-2014.htm](https://www.samhsa.gov/data/sites/default/files/NSDUH-DR-N2MentalDis-2014-1/Web/NSDUH-DR-N2MentalDis-2014.htm)

²Centers for Disease Control and Prevention, "Health, United States Spotlight: Racial and Ethnic Disparities in Heart Disease," available at https://www.cdc.gov/nchs/hus/spotlight/HeartDiseaseSpotlight_2019_0404.pdf (Accessed May 2, 2022).

³GEOGRAPHY AND DISPARITIES IN HEALTH CARE - Guidance for the National Healthcare Disparities Report - NCBI Bookshelf (nih.gov), <https://www.ncbi.nlm.nih.gov/books/NBK221045/>

⁴SAGE. "The Facts on LGBT Aging". (2018) <https://www.sageusa.org/wp-content/uploads/2018/05/sageusa-the-facts-on-lgbt-aging.pdf>

⁵U.S. Department of Health and Human Services Office of Minority Health, "Mental and Behavioral Health – Asian Americans," available at <https://minority-health.hhs.gov/omh/browse.aspx?lvl=4&lvlid=54> (Accessed May 2, 2022).

⁶Centers for Disease Control and Prevention, National Center on Birth Defects and Developmental Disabilities, Division of Human Development and Disability. Disability and Health Data System (DHDS) Data [online]. [Accessed August 6, 2019].

⁷Internal Teladoc Health Data (PM017389.B)

LEARN MORE: TeladocHealth.com | engage@teladochealth.com

About Teladoc Health: Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

Teladoc
HEALTH