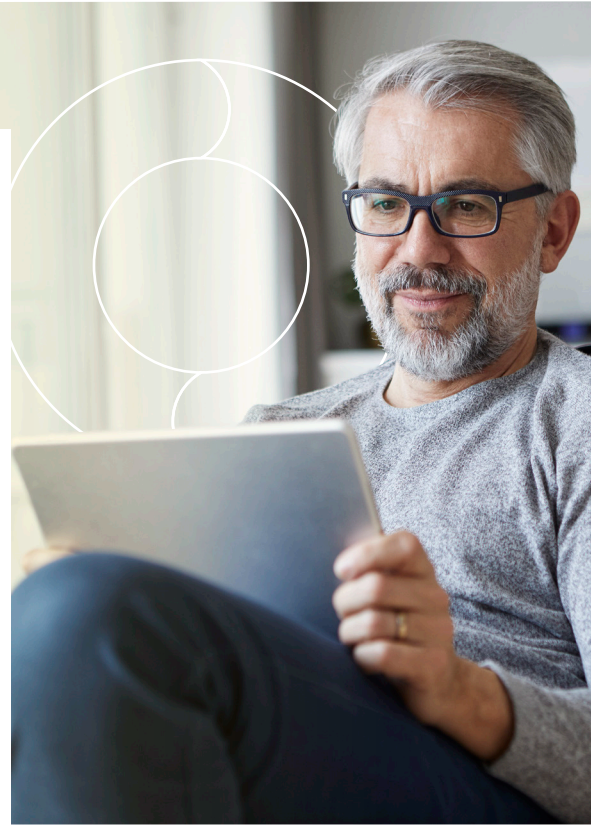


4 myths about telehealth solutions

Telehealth usage increased 38-fold between 2019 and 2021.¹

No longer a novelty, investing in the right virtual care solution is more important than ever. But with so many options, choosing the right partner to support and help grow your virtual care strategy can be challenging.

Teladoc Health offers a reliable, scalable product suite that's built for healthcare and spans the care continuum. More than just a technology vendor or care enabler, our solutions improve member access and simplify clinical collaboration to complement and extend your ability to offer high-quality care.



Myth #1: Virtual care partners should only act as a provider enablement platform

When virtual care partners act solely as a provider enablement platform, they miss out on the ability to actually deliver quality care to members. Teladoc Health has built a deep medical group to augment existing health plan networks. This ensures that every member has access to dedicated quality care whenever they need it. By serving as both the platform and the care provider, we become a more strategic partner for our health plan clients, helping them achieve their quality, cost and satisfaction goals.

Pro tip: A robust network, the Teladoc Health Medical Group dedicates time and focus to each member while delivering high-quality care every time.

- **7000+ clinicians** in our network²
- **10.5M medical visits delivered** in 2020²
- **50,000 doctors** on our expert panel²

- **100+ health plans and more than half the Fortune 500** use Teladoc Health to deliver cost-effective virtual care²

Myth #2: Virtual care is best suited for urgent care needs

Teladoc Health offers a full spectrum of care—not only when people are sick, but also as part of their efforts to manage chronic conditions like diabetes, hypertension and mental health challenges. Integrated and intuitive, our whole-person approach provides longitudinal relationships with providers, who can help members stay on track with their health and well-being goals.

- **Over 20% of chronic care members** are enrolled in more than one program²
- **450 medical subspecialties offered**²

- **40% of members get their initial diagnosis of hypertension or pre-hypertension** through one of our virtual visits²

Pro tip: A single virtual care platform lowers the barriers of entry for member adoption and engagement—while extending access to care.

Myth #3: Virtual care partners do not meet quality standards

Maintaining high-quality virtual care at scale is a challenge. Teladoc Health is proud to be not just a technology partner, but also a true clinical leader. We hold NCQA accreditation for credentialing of our medical group; URAC accreditation for Consumer-to-Provider, Provider-to-Consumer, and Provider-to-Provider telemedicine; and ACHC accreditation of our DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics and Supplies) products and services. In addition, Teladoc Health founded the Institute for Patient Safety and Quality of Virtual Care, which is certified by AHRQ and recognized by the U.S. Department of Health and Human Services.

- **100+ clinical guidelines** for practicing virtual care²
- **92% case resolution** after the first call³

- **85% of members received** an enhanced treatment plan³

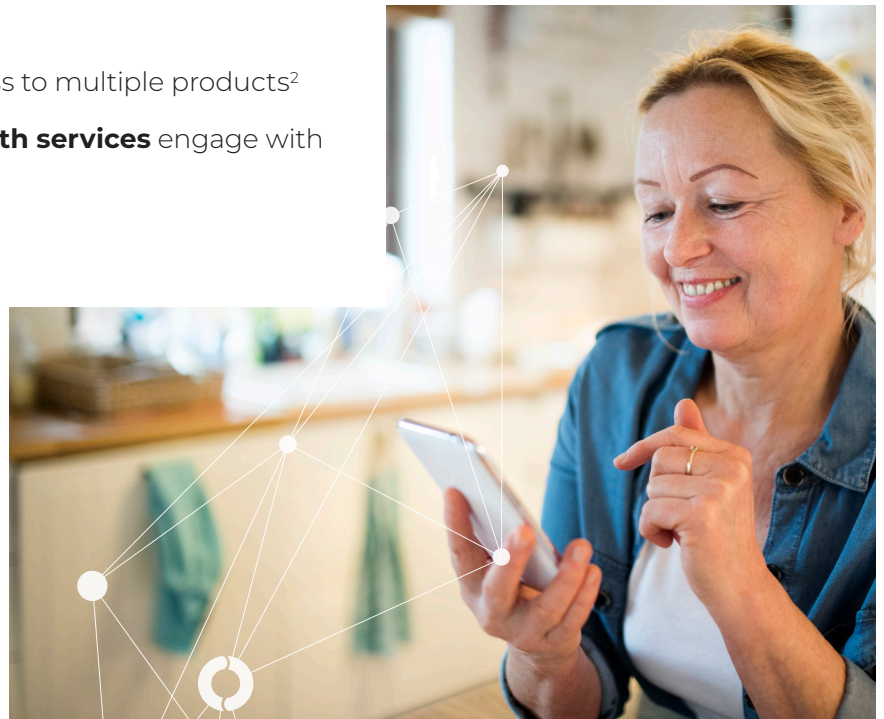
Pro tip: Teladoc Health also partners with research institutions to study how data from our virtual visits can help inspire physician behavior even beyond our own network—such as assessing the use of point-of-care nudges to optimize care.

Myth #4: Virtual care programs lack integration between physical and mental health support

Taking a whole-person approach to care means creating a unified experience as members engage in a full spectrum of health and well-being solutions. For example, Teladoc Health enables seamless referrals between our Primary360, chronic care management and mental health programs. All Teladoc Health primary care physicians and psychiatrists have access to the same patient note information to ensure coordinated care. This leads to improved satisfaction and outcomes.

- **40%+ of telehealth members** have access to multiple products²
- **20% of people who use our mental health services** engage with a second service²

Pro tip: We offer a streamlined experience for our clients too, serving as a single partner for a full range of health and well-being programs.



¹Telehealth: A quarter-trillion-dollar post-COVID-19 reality? McKinsey & Company, 2021

²Teladoc Health data

³Teladoc Health 2018 and 2019 consult data

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.

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