



CLIENT SUCCESS STORIES

# Virtual chronic care: Early outcomes lead to lasting results



**INDUSTRY:** Retail employer

**EMPLOYEES:** 18,000 +

**TELADOC HEALTH PRODUCTS:**  
Diabetes Management

**COST SAVINGS:** 3.2X



Traditional health management programs have not lived up to their expectations. USI has evolved past the industry standards—to redirect to a different approach. USI’s Population Health Management team works to develop a strategy that starts with your data to promote cost savings solutions like Livongo for medical management.

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## Summary

USI Insurance Services understands the value of a healthy workforce. To that end, USI recommends partners like Teladoc Health to offer its clients digital solutions for diabetes management and other chronic conditions, as well as virtual care programs for a range of health challenges

This successful partnership includes **31 clients, covers 263,795 lives and boasts a renewal rate of 92%**.

One of their large retail employer clients quickly saw the impact of Teladoc Health’s Diabetes Management solution on reduced medical spending and improved clinical outcomes, and is now building on that early success.

## Challenge

A large furniture retail company employs thousands of people around the country, many of whom have jobs that require strenuous labor, travel and transportation. Given this reality, the company sought to make it easier for their employees with diabetes to better manage their condition from wherever they are, whenever they need support.

USI Insurance Services leveraged its strategic partnership with Teladoc Health to ease implementation, data exchange and health benefits to ensure a successful experience for their retail client. Together, USI and Teladoc Health ensured a seamless transfer with no interruption in services, even as their client experienced a carrier change.



## PROGRAM HIGHLIGHT

# Pharmacy and medical cost savings

Reducing prescription medication costs can have a big impact on individuals and their employers. By extending the Teladoc Health Diabetes Management program to its employees, this large retail client positioned the program as a free benefit; members living with diabetes received a meter, testing strips, and lancets at no cost.

USI's retail client experienced a 16% reduction in pharmacy costs—compared to a 6% increase for employees who didn't enroll in the program—with a net pharmacy cost decrease of 10%. This represents a savings of \$68 per member per month in pharmacy spending alone. Plus, the client experienced a 14% decrease in medical spending among Diabetes Management program members, compared to those who didn't enroll<sup>2</sup>.

## Approach

USI worked closely with their large retail client to introduce the Diabetes Management program to employees, and keep them active and engaged through:

- A connected blood glucose meter and unlimited testing strips and lancets
- Personalized, timely and actionable content that engages people in their health when they are the most receptive and drives behavior change
- Access to certified health coaches, including emergency outreach triggered by a member's out-of-range glucose reading
- Best practices in member engagement to support long-term results

## Results

USI worked with Teladoc Health to assess the impact of the Diabetes Management program in terms of cost savings, clinical outcomes and member satisfaction, compared to a control group of people who did not enroll in the program. The study included a difference-in-difference comparison of total allowed amount of medical spending, made one year prior to index date and one year following index data.

Based on these early wins and the outstanding member satisfaction results, this client is considering an expansion to the scope of Teladoc Health whole-person virtual care solutions offered to its employees. USI is there at every step to ensure a successful experience for its client and the people it serves.

<sup>1</sup>Teladoc Health Salesforce data 2021  
<sup>2</sup>DS-4729

## Stats<sup>2</sup>



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**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

