

# 2022 Corporate Social Responsibility Report





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# Letter from our CEO

**In our 20th year as a digital healthcare pioneer, we continued to build on a legacy we've established over the past two decades. Integral to this is an ever-expanding focus on Corporate Social Responsibility commensurate with our growth and leadership.**

Societal expectations around healthcare have changed dramatically since Teladoc Health was founded in 2002, with most people today viewing virtual care as an essential healthcare option—and we're proud to have been at the forefront of driving this expectation. Similarly, recognition has also grown that corporations such as ours can play a role in driving societal good, on their own and in partnerships with other organizations.

I believe this year's Corporate Social Responsibility Report makes clear that Teladoc Health eagerly embraces this opportunity. Every year, we're committed to learning more and doing more to expand the positive impact we have in our communities and for those we serve and work alongside.

This year's report highlights the progress we made in 2022, along with how we plan to further increase our impact going forward. As you'll see throughout the report, these commitments take many forms: from supporting individuals in times of crisis (including those whose lives have been upended by the war in Ukraine), to emphasizing an inclusive and fair work environment for our colleagues, to leveraging our capabilities in order to bring healthcare to more people around the world. In fact, in 2022 we proudly achieved the milestone of delivering our 50 millionth telehealth visit—with many of these visits benefiting people living in traditional "healthcare deserts," who would otherwise lack access to quality care.

We also further integrated diversity, equity and inclusion into our decision-making framework with the addition of our first Chief Health Equity Officer, and by elevating the position of Diversity, Equity and Inclusion Officer to our company's Operating Committee.

As always, I want to give special recognition and thanks to Teladoc Health's 5,000-plus employees around the world. They're the driving force in allowing us to have the greatest impact, for the greatest number of people around the world, across the greatest number of needs.

Best, Jason

## Our progress in 2022:

Providing financial aid valued at \$18 million to cover therapy costs for low-income individuals

Exceeding our annual volunteerism goal by 33%

Delivering 900,000 visits to people who otherwise wouldn't have received treatment

Growing the number of employees engaged in our Business Resource Groups (BRGs) by 20%







# Our impact at a glance

As the global leader in whole-person virtual care, Teladoc Health delivers comprehensive, high-quality healthcare for individuals, companies and health systems around the world.

**\$18M**

VALUE OF FINANCIAL AID  
TO COVER THERAPY FOR  
LOW-INCOME INDIVIDUALS

**1 in 4**

AMERICANS HAVE ACCESS TO  
A TELADOC HEALTH SERVICE

**16K**

HOURS OF CHARITABLE WORK  
PERFORMED BY OUR EMPLOYEES IN  
2022—AN INCREASE OF 33% YOY

**57%**

OF OUR MEMBERS SAY THEY WOULD  
HAVE GONE TO THE EMERGENCY ROOM  
OR URGENT CARE WITHOUT ACCESS  
TO OUR SERVICES

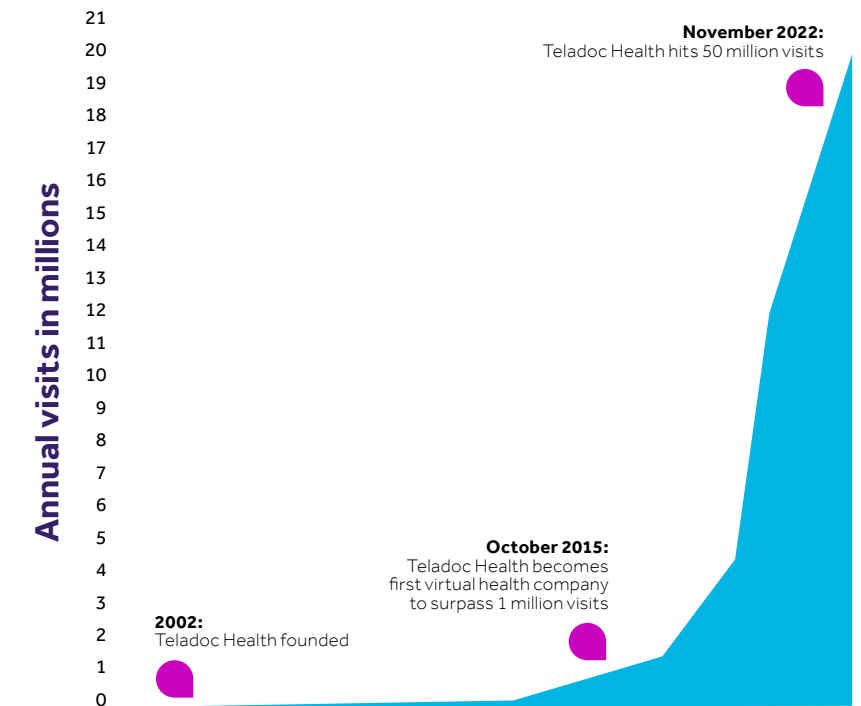
**56%**

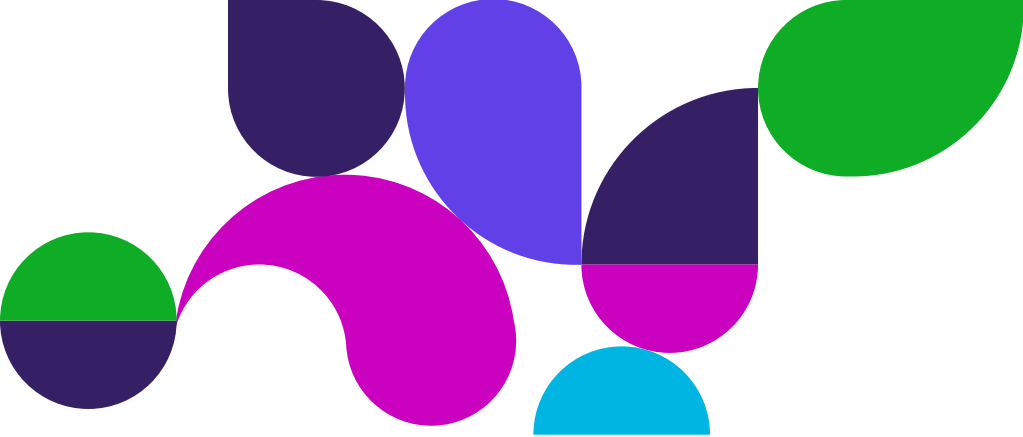
OF OUR CHRONIC CARE SERVICES  
USERS LIVE IN UNDERSERVED  
COMMUNITIES

**17%**

OF OUR VISITS DELIVERED CARE TO  
PEOPLE WHO OTHERWISE WOULDN'T  
HAVE SOUGHT TREATMENT

## Accelerating global access to whole-person care





# What we stand for

Our mission is to empower all people everywhere to live their healthiest lives by transforming the healthcare experience.

It's an audacious goal. Yet every day, we strive to ensure that the people and organizations we serve are always cared for. That includes addressing the challenges and barriers to care that still exist for too many people—around the world and in our own communities.

These realities guide our approach to corporate social responsibility as we work to contribute to a world in which all individuals feel seen, heard and empowered to improve their health and well-being. Our guiding principles in this pursuit include:

- **Exceeding consumer and client expectations** by serving as a trusted partner and addressing their whole-person care needs
- **Building stronger, healthier communities** by using our voice and our resources to help expand equitable access to quality care across the globe
- **Investing in our colleagues** by fostering a vibrant, inclusive work environment united by a common mission and empowering people to succeed and be their authentic selves

We are passionate about **taking care of people**

We are committed to **unsurpassed quality**

We **keep our promises**

We lead with **integrity, accountability** and **transparency**

We stand up for **what's right**

We strive to **create value**

We **respect** each other and value **succeeding together**



# Exceeding consumer and client expectations

In 2022, Teladoc Health celebrated our 20th year of delivering on the promise of virtual care. In that time, what was once a novel approach to care delivery has become an expectation.

Today’s consumers want a high-quality experience they can trust to connect them with the care they need—and maybe even care they didn’t realize just how much they needed—at every step in their healthcare journey.

Meanwhile, organizations demand increased value from their virtual care investments—from extending access to care for underserved populations to improving clinical outcomes among the people they serve.

## By the numbers

60+

NET PROMOTER SCORE,  
A KEY INDICATOR OF STRONG  
CUSTOMER EXPERIENCE

42%

OF MEDICARE ADVANTAGE MEMBER  
MENTAL HEALTH VISITS ARE FROM  
PEOPLE WHO SAY THEY WOULD NOT  
OTHERWISE SEEK CARE

25%+

OF OUR VIRTUAL PRIMARY CARE  
MEMBERS WITH DIABETES OR  
HYPERTENSION ARE NEWLY  
DIAGNOSED





# Improving health equity

Our commitment to health equity is central to our company’s mission of empowering all people everywhere to achieve their healthiest lives.

900K

OF OUR VISITS IN 2022 DELIVERED CARE TO PEOPLE WHO OTHERWISE WOULDN'T HAVE RECEIVED TREATMENT

+78

AVERAGE NET PROMOTER SCORE (A KEY INDICATOR OF STRONG CUSTOMER EXPERIENCE) AMONG BLACK AND HISPANIC USERS

\$18M

VALUE OF FINANCIAL AID TO COVER THERAPY FOR LOW-INCOME INDIVIDUALS

## A trusted partner

In the U.S., people of color are more likely to use our services and more likely to have a favorable view of Teladoc Health compared to the general population.

“ Our scale, combined with the breadth and depth of our services, enables us to deeply understand what works, for whom, in what contexts. We are embedding health equity across the enterprise in order to deliver equitable access, experience, and outcomes to all those whom we serve.

**Saranya Loehrer, MD, MPH, Chief Health Equity Officer, Teladoc Health**



## In 2022, we made targeted investments to advance our health equity goals in three core areas:

### Setting and implementing an enterprise-wide health equity strategy

**We convened a Health Equity Task Force in 2022 to research, vet and recommend new ways to address barriers to health equity.** Our CEO serves as executive sponsor of the task force, which regularly reports on progress to the Quality Committee of the Board of Directors.

Based on the task force's recommendation, we've taken several steps to formalize our approach to health equity at the leadership level. This includes establishing and hiring for the roles of Chief Health Equity Officer and Vice President of Diversity, Equity and Inclusion (DEI). With support from the C-suite and Board of Directors, these leaders are setting strategy and driving best practices across the organization. A new health equity program director embedded within our product team helps incorporate more inclusive best practices to our solutions and experiences.

### Leveraging data to address disparities

Through our interactions with the people who use our services, we gain insights into how we can better serve our diverse populations and help reduce inequities.

For example, when our clinical analytics team uncovered a gap in our experience for Hispanic members—which affected their health outcomes—we applied that data to prioritize the rollout of Spanish-language experiences across our portfolio.

We also made new investments this year to collect more quantitative and qualitative patient data, helping to further support identification of disparities at the population level and improve care. Beginning in 2023, we're launching new capabilities for our members to self-report an expanded range of health equity-related data including race, ethnicity, gender identity, pronouns and preferred language.

### Delivering culturally responsive care

As part of our role to empower people to live their healthiest lives, we're helping ensure the care we deliver is responsive to each individual's needs, beliefs and preferences by:

- |   |  |  |  |
|---|--|--|--|
| Launching Spanish-language experiences across our portfolio and bringing on over 100 mental health providers and coaches who identify as Spanish-speaking | Increasing our accessibility features to better accommodate phone-based preferences and low-bandwidth environments and support people with visual and physical impairments | Recruiting and maintaining a care provider network that reflects the diversity of those we serve | Requiring annual education and training for our U.S. employees on culturally and linguistically appropriate services (CLAS) policies |
|---|--|--|--|





# Empowering improved clinical quality

**As we make a wider range of healthcare services more accessible to more people, we continue to invest in our culture of quality.** This includes policies, procedures and best practices designed to consistently deliver trustworthy, high-value care—not just for the people we serve, but for anyone delivering virtual care.

The Teladoc Health Medical Group is the largest virtual care-focused medical network in the world. Our industry-leading programs apply evidence-based research with robust oversight channels. Our approach includes:

- **A robust clinical leadership team**, chaired by our Chief Medical Officer, directing our medical network and driving our quality initiatives
- **Standards of care** distinguished by our research-based clinical policies and more than 100 proprietary practice guidelines developed over our 20+ years of delivering care via telemedicine
- **Analysis of care patterns** and outcomes data based on clinical intelligence from millions of visits to support clinical innovation and continuous quality improvement
- **The Quality of Care & Patient Safety Committee** of our Board of Directors to ensure we maintain the highest clinical standards
- **A continuous process of oversight** review, and feedback for every provider

## Our commitment to patient safety

**Teladoc Health prioritizes safety and leverages systems thinking to design for safety.**

And, while we work diligently to avoid errors of any kind, when they do happen, they become opportunities for learning and improvement.

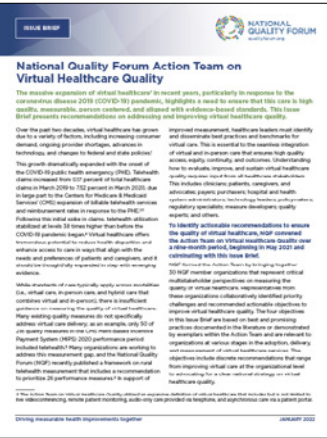
In 2019, we established the industry's first and only Patient Safety Organization (PSO) dedicated to virtual care. The PSO provides a safe place for clinicians to report errors, so that the root causes of emerging issues can be identified and addressed quickly. Listed and certified by the Agency for Healthcare Research and Quality (AHRQ), this entity of Teladoc Health is formally recognized by the Department of Health and Human Services (HHS) – one of just 100 programs to receive this distinction.

## Advancing quality and access through collaboration and academic partnerships

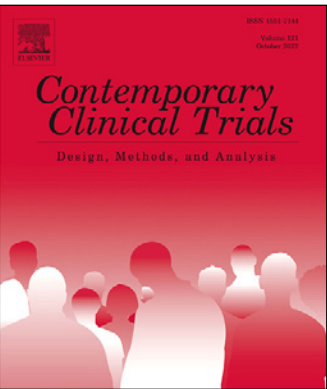
**We support continuous quality improvement for anyone delivering virtual care, even beyond Teladoc Health programs.** Each year, our clinicians contribute to medical research to advance the field of medicine and shape policies that improve quality and access. Leveraging our unique data and expertise, we also partner with leading research institutions to advance improved clinical decision making, safer prescribing and better health outcomes. Here are just a few recent examples.



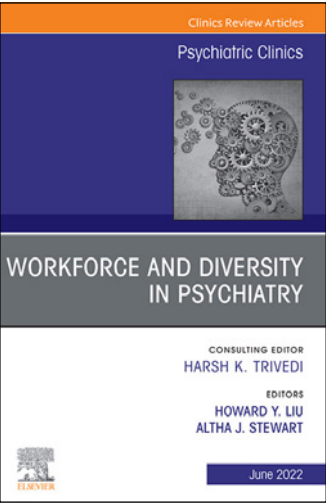
In 2022, Teladoc Health leaders joined other experts representing healthcare, technology, government and policy, research and academia, philanthropy and advocacy to develop solutions to advance tech-enabled care. The new report resulting from this session includes consensus-built, actionable recommendations to encourage integration within the virtual care ecosystem and foster greater health equity.



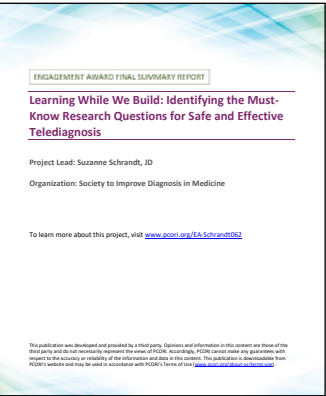
Teladoc Health was selected to participate in the National Quality Forum (NQF) Action Team on Virtual Healthcare Quality. Working with other experts, we collaboratively identified high-priority challenges and recommended actionable ways to improve virtual healthcare quality.



The protocol of improving safe antibiotic prescribing in telehealth: A randomized trial was published as part of our multi-year government-funded grant with USC and UCLA. In addition to lead author Dr. Bridget McCabe, several Teladoc Health leaders contributed to this journal article, which used an unprecedented level of real-world data to inform stewardship strategies and provide guidance for clinicians and patients to encourage safe and effective antibiotic use.



Dr. Ujjwal Ramtekkar, our senior clinical strategy director for mental health, contributed new research on telemental health and the workforce in *Psychiatric Clinics of North America*, one of the leading scientific journals for mental health. His paper investigated how accessible, quality telemental health interventions can support a healthier workforce.



Through a Patient-Centered Outcomes Research Institute Engagement Award, Teladoc Health was selected to collaborate with other academic partners to produce new research on the best methods for providing a diagnosis virtually. Our Chief Quality Officer, Dr. Jason Tibbels, contributed key findings that detail how care providers can best triage patients and determine when virtual diagnosis is feasible, or when an in-person visit is warranted.



## Our commitment to privacy

**Teladoc Health recognizes there's nothing more personal than health information.** As we leverage the power of data and analytics to support continuous learning and, ultimately, better healthcare experiences, we're fierce advocates for doing so in a way that protects the privacy and sensitive information of the people we serve.

- **We are committed to transparency** in how we collect, store and use information, and we offer people meaningful choices about how their information is used
- **We conduct mandatory annual compliance training** for all employees on the importance of full compliance with privacy and security principles
- **We are committed** to designing experiences and tools that protect consumer privacy and safety

**HITRUST®** Teladoc Health has achieved outstanding third-party recognition by earning an industry-leading HITRUST 9.4 certification.



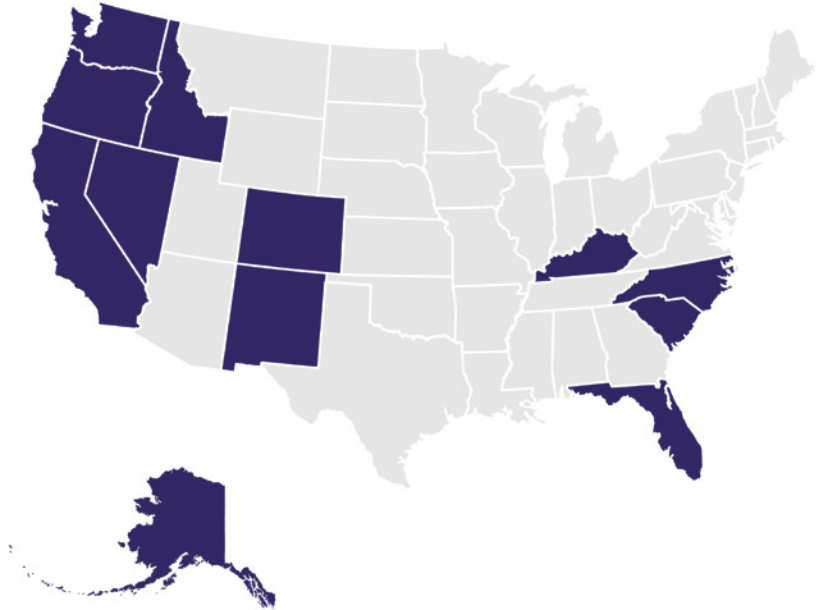
# Building stronger, healthier communities

**Virtual care has the power to connect people to care whenever and wherever they need it—including in difficult circumstances.** So in addition to accelerating access to care through our products and solutions, we continue to step up to extend physical and mental healthcare in the moments and places where it's most needed. We're also giving back within our own local communities, including among underserved populations.



**Climate change has led to a rise in natural disasters, which can sharpen health disparities and limit care access.**

Building on a first-of-its-kind partnership with the American Red Cross launched in 2016, we are proud to continue offering 24/7 free access for those impacted by natural disasters, which this year included response efforts in 12 states.



**In 2022, we doubled the number of free care visits delivered, providing support to communities impacted by:**

**Wildfires** in Colorado, California, New Mexico, Oregon, Washington, Nevada and Idaho

**Severe floods** in Kentucky and Alaska

**Hurricanes** across Florida, North Carolina and South Carolina



## WORLD TELEHEALTH INITIATIVE

The World Telehealth Initiative (WTI), a non-profit organization, provides sustainable medical expertise to the world's most vulnerable communities to build local capacity and deliver core health services through a network of volunteer healthcare professionals supported by Teladoc Health technology. **As WTI's primary corporate sponsor, Teladoc Health contributed approximately \$612,000 in 2022, including in-kind technology and professional time.**

### Responding to a humanitarian crisis

The humanitarian crisis in Ukraine devastated healthcare facilities and resulted in thousands of civilian casualties and millions of people in need of care. In response, we **mobilized with our partners around the world to help support humanitarian needs:**

- With support from Teladoc Health, WTI **quickly mobilized to provide care, training Ukrainian surgeons via video to handle battlefield trauma injuries and providing specialty medical care for those in need**, building skills and reducing the burden on local health systems
- Teladoc Health **shipped 18 devices to Ukraine**, both directly and in partnership with hospitals such as Charité in Germany
- **We launched a crisis response plan** to keep our engineers based in Belarus safe
- In addition to supporting the WTI program, **Teladoc Health donated \$10,000 to ongoing humanitarian efforts in Ukraine** in recognition of our company's participation in the Global Step Challenge. Team Teladoc Health finished strong in this charitable event with a total of 311,250,224 steps—that's like walking around the Earth's equator six times!



## Giving back to our communities

**We set an ambitious goal last year to clock a collective 15,000 hours of volunteering as a company.** Our employees exceeded that goal by addressing food insecurity, raising funds to combat juvenile diabetes and contributing their time to many other causes that matter to them—increasing our year-over-year volunteer hours by 33%.



**Teladoc Health employees sorted over 25,000 pounds of food for more than 5,000 families in partnership with the Second Harvest Food Bank of Silicon Valley in California.**

## Giving back in 2022

**16K+**

VOLUNTEER HOURS DEDICATED  
BY EMPLOYEES

**200+**

ORGANIZATIONS SUPPORTED

**12**

FOOD BANKS SUPPORTED  
ACROSS THE U.S.

## Reducing our environmental impact

We continue to create more sustainable alternatives to our packaging for the connected devices that power our chronic care solutions. For example, in 2022 our packaging engineers redesigned the shipping containers that transport our connected blood pressure monitors and digital scales, transitioning from expanded polyethylene foam to corrugated inserts, and reconfigured packaging to reduce overseas shipping impact.





# Investing in our colleagues

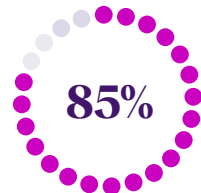
**We are proud to be recognized for our culture**—one that prioritizes employees' health and well-being and offers them tools and support to thrive personally and professionally. Building on many of the initiatives launched in recent years, we measure our success in terms of increased employee diversity, engagement and satisfaction.



SAY THEY CAN BE THEIR AUTHENTIC SELVES AT WORK



SAY TEAM RESPECTS EACH OTHER & VALUES SUCCEEDING TOGETHER



SAY TELADOC HEALTH IS A GREAT PLACE TO WORK



SAY THEY'RE PROUD TO TELL OTHERS THEY WORK AT TELADOC HEALTH

## Supporting employee well-being

**Our employee wellness programming focuses on four areas:**

- **Physical well-being** including offering robust health insurance plans and access to telemedicine services such as back care, nutrition counseling, tobacco cessation, dermatology, general medical services and emergency medical services—in addition to organized wellness activities like step challenges
- **Mental well-being** including access to our Teladoc Mental Health Services, Better Health and an Employee Assistance Program
- **Financial well-being** including paid parental leave benefits, stipends to help fund ergonomic remote-work office set-ups, cell phone and internet reimbursements (U.S. and Canada), retirement savings benefits (U.S. and Canada), financial advising benefits and financial insurance offerings such as disability and life insurance
- **Family and social well-being** including our flexible work model, Business Resource Groups (BRGs), "Page Turners" book club, weekly live yoga and meditation classes, Courageous Conversation series and our peer recognition. In the U.S. we also offer HomeThrive benefits to assist employees with caring for aging parents and individuals with special needs.

## Connecting colleagues

Our Business Resource Group (BRG) internal employee networks help amplify the Teladoc Health culture of inclusion both within and beyond the company and serve as a critical space for networking, workshops, mentoring and more.



The mission of Allied Women's Empowerment (AWE) is to advance equality for people of all genders by empowering and inspiring AWE members to create community, influence culture, promote education and harness broad support for women among Teladoc Health employees, clients, partners and members.



The mission of the Multigenerational Employee Resource Group Exchange (MERGE) is to inspire a welcoming community that gives voice to different perspectives in order to better understand, share and collaborate across and among all generations.



The PRIDE and Allies Group provides a platform of networking, learning and communication that unlocks the full potential of LGBTQ+ employees, allies and Teladoc Health as a whole.



NURTURE creates a culture of belonging where working parents and caregivers can show up fully and succeed with support from our community, especially when the boundaries between work and home life have blended together.



The mission of THRIVE is to create an environment of awareness, support and opportunity for all people at Teladoc Health to thrive while embracing neurodiversity and differing physical and mental abilities.



The Multicultural Organization Supporting an Inclusive Culture (MOSAIC) leverages the collective experiences and values of team members to promote multicultural inclusivity and ensure that cultural differences are recognized, respected and included for the betterment of employees, members, products and our communities.



The mission of Military, Veterans and Partners (MVP) is to create and promote an inclusive community of Armed Forces Veterans and partners at Teladoc Health through education, community service experiences, veteran recruitment and mentoring.

20%

GROWTH IN NUMBER OF  
EMPLOYEES ENGAGED  
IN AT LEAST ONE BRG  
IN 2022

14

IN-DEPTH PRODUCT  
FEEDBACK SESSIONS, TAPPING  
EXPERTISE WITHIN OUR BRG  
LEADERSHIP TO SHAPE NEW  
PRODUCTS AND EXPERIENCES

60+

EVENTS HOSTED BY BRGS  
IN 2022, FROM SMALL-  
SCALE NETWORKING  
EVENTS TO GLOBAL  
SPEAKERS SERIES

## Navigating leave

Earlier this year, the AWE and Nurture BRGs hosted a panel discussion with individuals across the organization who have taken work leave during their careers—whether to welcome new children to the family, support children with special needs or aging parents or recover from health challenges including COVID. Panelists shared tips to help people feel comfortable speaking with their managers or peers about their situation and navigating the return to work.



## Employee diversity

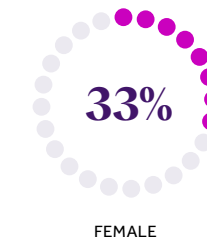
We continue to advance our commitment to recruit, promote and support a diverse workforce that is responsive to the communities we serve. After all, an inclusive work environment helps nurture entrepreneurial ideas and improve our capacity to take care of our clients, our members and each other.

## New series focused on Diversity, Equity and Inclusion

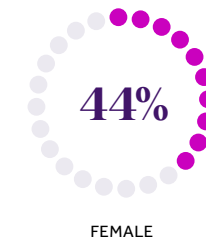
This year we introduced the DEI in Health series to express the impact diversity, equity and inclusion can have on our mission, products and services. In May, we partnered with the National Institute on Minority Health and Health Disparities on a program to bring awareness to the health disparities faced by the Asian Americans and Pacific Islander Americans (AAPI) community. In November, we marked Native American Heritage Month with an event exploring the history of indigenous health and what can be done to address persistent disparities.

## Current employee makeup

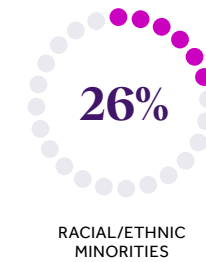
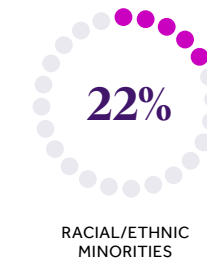
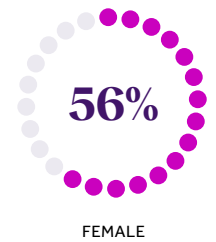
Board of directors



Senior leadership

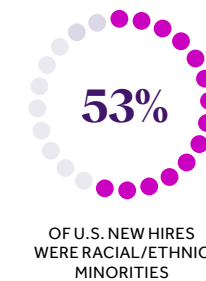
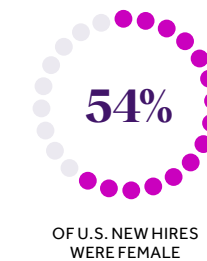


Full company



## Progress toward our goals

2022 new hire demographics



\*Stats based on U.S. staff who have self-reported gender, race and ethnicity. Board of Directors metrics reflect independent members of the Board of Directors only.





## Investing in the next generation

**Research shows that diverse teams—in terms of thought, background and experience—outperform less diverse teams.** This year, we made investments in several new and expanded initiatives to help diversify our workforce and support the next generation of leaders along with the unique backgrounds and perspectives they offer.

- **Our “Winternship” program**, now in its sixth year, invited five female students from the City University of New York (CUNY) system to participate in 2022. Students met with several of our internal subject matter experts to learn about topics such as data science, DevOps, software architecture, design, mobile technologies, WebSDK and digital accessibility.

- **Our Women in Tech (WIT) pillar**—part of the AWE Business Resource Group—focuses on empowering its members with the necessary skills and confidence to succeed in their current and future roles and offering leadership and development opportunities specific to women in technical fields.
- **Our inaugural Engineering Apprenticeship** launched in January, with the goal of cultivating IT talent and diversifying our recruitment pool with underrepresented groups. The program paired 18 apprentices from non-traditional backgrounds—self-taught developers, career changers and boot camp graduates—with our engineers who volunteered to be their mentors. These “TelApprentices” also participated in workshops focused on resume building, job interview skills, networking and completed a capstone project.
- **The Future of Mental Health Scholarship** established this year by our direct-to-consumer offering BetterHelp awarded 10 college students with academic scholarships of \$10,000 to be used toward the 2022-2023 school year. Apart from supporting the next generation of therapists, the scholarship program calls for emerging leaders in the mental health space—specifically, college students majoring in psychology or any related field—to share their stories, their passions for mental health and how they hope to advance the field and support more people in need.
- **The Posse Foundation** identifies, recruits and trains individuals from diverse backgrounds with extraordinary leadership potential and connects them with partner colleges and universities where they receive full tuition scholarships. In September, colleagues in our Chicago office partnered with the foundation to support a four-day onsite interview event for more than 250 students.

**CEO ACT!ON  
FOR DIVERSITY  
& INCLUSION**

**Teladoc Health participates annually in the CEO Action for Diversity & Inclusion Pledge**, which drives meaningful change to create a more diverse, inclusive and equitable workforce.



After more than 50 million virtual visits, we remain focused on how we can have the greatest impact on the greatest number of people across the greatest range of needs. It's all part of our mission to empower all people everywhere to live their healthiest lives.



Information contained in this report is based on Teladoc Health internal data and reporting.

**LEARN MORE:** [Teladochealth.com](https://teladochealth.com) | [CSR@teladochealth.com](mailto:CSR@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.