

CLIENT SUCCESS STORY

# A leading TPA helps clients improve member quality of life with virtual care



## HealthEZ

Third Party Administrator (TPA) for self-funded health plans

### Background

- 40 years of healthcare experience
- Helps small and midsize business (SMB) employers provide better access to care
- Offering Teladoc Health virtual care services since 2014

### Virtual Care Offering

- Chronic Condition Management Plus (Diabetes Management, Diabetes Prevention, Hypertension Management, Weight Management and Mental Health)
- General Medical
- Mental Health
- Dermatology

As a national TPA, HealthEZ places a special emphasis on enhancing the member experience. This is achieved by helping employers improve access to care through the development of flexible health plans that tailor benefits to fit the needs of their people — providing affordable, quality care and support for members when they need it most.

As an industry leader, HealthEZ takes a hands-on approach to care to help their clients ensure that members get the most out of their benefits, and they are committed to continually improving the breadth and accessibility of their care offerings — particularly in rural and underserved areas. This commitment to client and member service led HealthEZ to become an early adopter of virtual care solutions, allowing them to offer significant cost savings to employers.

“Our goal is to make life easier for members by giving them access to healthcare that is quick, convenient and affordable. Teladoc Health has the right solutions to help us put our clients’ members at the center of care and make it easy for them to find and use the services they need to improve their health and live their best lives,” said Amir Eftekhari, President of HealthEZ.

## CLINICAL RESULTS

**1.8%**

average reduction in A1c levels (blood sugar levels)<sup>1</sup>

**5.4%**

average weight loss<sup>1</sup>

**7.26 mmHg**

reduction in systolic blood pressure<sup>1</sup>

**Driving reductions in these areas is crucial to improving member quality of life and health outcomes.**

Keeping diabetes and related conditions under control through chronic condition management can significantly lower the risks of complications and help mitigate downstream acute care costs. Managing blood sugar levels effectively can reduce the risks of eye, kidney and nerve disease by 40%, and effective blood pressure management can reduce the risk of heart disease and stroke by 33% to 50%.<sup>3,4</sup>

## Enhancing care capabilities helps improve lives

HealthEZ's member engagement teams identified a lack of holistic support (resources, education and easy access to services) for populations managing chronic conditions that prevented their clients' members from taking full advantage of their benefits. HealthEZ was looking for a chronic care management solution that could provide members with the tools, education, engagement and guidance they needed to take control of their health, no matter where they were on their personal health journeys.

**HealthEZ's clients needed a virtual care partner that offered targeted, holistic support for their members with chronic conditions:**



Scalable, robust chronic condition management services



Strong outreach, education, resources and member coaching



Streamlined, whole-person care



Expanded access to high-quality care

## Driving health equity through virtual whole-person care

HealthEZ offers a range of Teladoc Health solutions to help their clients achieve their member engagement, health outcomes and cost savings goals. Teladoc Health's Chronic Condition Management Plus solution delivered the integrated, scalable, holistic support clients were looking for to help improve care experiences and quality of life for their members with diabetes, hypertension and prediabetes.



**+59**  
Client NPS  
Score<sup>1</sup>

DRIVING BETTER  
EMPLOYEE HEALTH  
WITH SOLUTIONS THAT  
SERVE THE WHOLE-PERSON

“

**Teladoc Health's services provide scalable, holistic support, including coaching and mental health resources, for members who are managing multiple conditions. Providing the medical equipment, and training members to use those devices, also makes a huge difference when it comes to achieving healthier populations.”**

– **Rebecca Mason**, Health and Wellness Team, HealthEZ

Chronic Condition Management Plus provides members with convenient, 24/7 access to expert medical advice, and delivers significant cost savings for many of HealthEZ's clients. The service has proven so valuable it is now embedded in HealthEZ's standard benefits offering presented to clients.

On the administrative side, HealthEZ's Health and Wellness team can access a wealth of data, including smart monitoring device data, that helps them track member health and engagement, so they can better drive utilization of key services.



## Analyzing results

With Teladoc Health's virtual care services, HealthEZ helped drive a wide range of positive outcomes for their clients — including excellent clinical outcomes, increased member engagement and increased user satisfaction — which are consistent with long-term savings.<sup>1,2,5</sup>

### ENGAGEMENT

**37%**

of enrolled members using mental health services are age 55–64, proving older generations are willing to “buy in” to virtual services<sup>1</sup>

**53%**

of enrolled members would not have sought treatment if Teladoc Health's Mental Health services were not available<sup>2</sup>

**53%/47%**

split of female to male members enrolled in Teladoc Health's Mental Health solution<sup>1</sup>

**52%**

of enrolled members avoided urgent care due to access to Teladoc Health's General Medical service<sup>2</sup>

### ROI

**\$506**

claim savings per episode<sup>2</sup>

**3.1x**

ROI for Diabetes Management<sup>5</sup>

1. Teladoc Health Business Review Data for HealthEZ through April 30, 2023
2. Teladoc Health Utilization Report for HealthEZ through April 30, 2023
3. King P, Peacock I, Donnelly R. The UK prospective diabetes study (UKPDS): clinical and therapeutic implications for type 2 diabetes. Br J Clin Pharmacol. 1999;48(5):643-8. Cited in CDC, “Power of Prevention: Health and Economic Benefits of Diabetes Interventions”. <https://www.cdc.gov/chronicdisease/programs-impact/pop/diabetes.htm>
4. National High Blood Pressure Education Program. The Seventh Report of the Joint National Committee on Prevention, Detection, Evaluation, and Treatment of High Blood Pressure. Bethesda, MD: National Heart, Lung, and Blood Institute; 2003. Cited in CDC, “Power of Prevention: Health and Economic Benefits of Diabetes Interventions”. <https://www.cdc.gov/Chronicdisease/programs-impact/pop/diabetes.htm>
5. Teladoc Health's medical savings and ROI methodology evaluated medical claims data across [Livongo] for Diabetes program participants that were 12-months post-launch of the programs. The testimonials, opinions and statements reflect one member's personal experience with Teladoc Health. Results and experiences may vary from person to person and will be unique to each member. The testimonials are voluntarily provided and are not paid. The individual in the photo is not the member who provided this testimonial.

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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.

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