

Filling the gap with virtual solutions



Through solutions like Primary360 and access to more than 7,000 doctors in Teladoc Health's medical network, Marketplace members get convenient and personalized whole-person care.

Telehealth improves access to care for people in care deserts

Teladoc Health believes in empowering people everywhere to live healthier lives by transforming the healthcare experience. That applies especially to people left vulnerable because of access inequities that the traditional healthcare system struggles to address. Teladoc Health is helping to fill care gaps for Marketplace plan members who live in locations with few providers, and who may be reluctant to seek primary care.

According to the Association of American Medical Colleges, the United States could see an estimated shortage of between 54,100 and 139,000 physicians, including shortfalls in both primary and specialty care, by 2033.¹



of health plans state that a primary concern is ensuring accurate capture of diagnosis codes.²

Contiguous care and condition monitoring

During General Medical, Primary360 and Mental Health Care virtual care visits, Teladoc Health will document clinically relevant ICD-10 codes for chronic conditions. Post visit, Risk Adjustment Data Validation (RADV)-compliant enhanced Continuity of Care Record (CCR) medical records are available by request for risk adjustment and population modeling.

Scalable, integrated virtual care solutions

Working with some of the largest and most innovative Marketplace plans in the country, our solutions are a core component of plan offerings and span the entire member health journey:

- Primary360
- General Medical
- Mental Health Care
- Dermatology
- Chronic Condition Management
- Nutrition
- Expert Medical Services
- Tobacco Cessation
- Neck and Back Care

Virtual care positively impacts the member experience

Virtual care through Teladoc Health allows Marketplace members to benefit from:

- A primary care service that accelerates and amplifies both the use and value of primary care
- Expanded access to convenient, after-hours care that works around their schedules
- Remote monitoring and management for chronic conditions
- Reduced wait time to see a physician
- Reduced travel time to access care, helping to minimize time off work
- Enhanced access to specialists

Virtual care—combined with data capture and reporting capabilities—provides health plans with a comprehensive, coordinated solution for their Marketplace populations.

¹AAMC. "New AAMC Report Confirms Growing Physician Shortage." June 2020. <https://www.aamc.org/news-insights/press-releases/new-aamc-report-confirms-growing-physician-shortage>.

² Liu, Jimmy. "The New Age of Healthcare Risk Adjustment." Change Healthcare, 2020.

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.

