

## Client success story

# An integrated whole-person benefits strategy to help employees live their best lives

**Industry:** Retail**Employees:** 13,000**Teladoc Health Products:**

Chronic Condition Management Plus (Diabetes Management, Hypertension Management, Weight Management and Mental Health)

**70%**

OF MENTAL  
HEALTH PATIENTS  
HAVE A MEDICAL  
COMORBIDITY.<sup>2</sup>

“

I appreciate the notes and reminders that I receive when I conduct my testing. I received a follow-up call from a representative checking if I was OK and if they could do anything for me.

**Ralph Lauren employee**

## Summary

A leader in the luxury apparel industry for five decades, Ralph Lauren Corporation has created a benefits ecosystem with its 13,000 employees at the center. In 2018, Ralph Lauren knew it needed to address the rising costs associated with chronic conditions. Meanwhile, the company also saw the need to address mental health issues—which, when unaddressed, can greatly impact overall health—as part of this benefit. Starting with Diabetes Management, the company soon expanded to include a focus on mental healthcare to address the fact that people with diabetes are two to three times more likely to develop depression than those without it.<sup>1</sup> The program has simplified the benefits process and helped employees achieve exponentially better physical and mental clinical outcomes.

## Challenge

As Ralph Lauren saw a rise in its claims related to diabetes over the years, it struggled with managing numerous point solutions to improve the outcomes for those living with the condition. It looked to Teladoc Health to simplify access to chronic care for its entire employee population and its broad spectrum of high-quality, comprehensive, whole-person virtual care solutions.

Once the company moved away from single-point solutions to an integrated whole-person solution, it began seeing impressive results.

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Our 360-degree approach to benefits is designed to make sure all Ralph Lauren family members are living their best lives. It was crucial for us to find an easy-to-implement solution that put our members at the center and was flexible enough that we could add to it as our needs grew.

**Cynthia Williamson, Head of Total Rewards, Ralph Lauren**



## Solution

Ralph Lauren found that health outcomes improved proportionally to higher engagement with Teladoc Health's offerings, including its app for mental health. To optimize engagement across the entire continuum of care and help individuals understand why enrolling benefits them, Teladoc Health uses education and Health Nudges™, meeting individuals with the information they need, when they need it. Results show the more they use the app to engage in their care, the more their health improves. Plus, the program helps improve clinical outcomes and lower the overall costs of care for Ralph Lauren and its employees.

Many of these employees also engage in the integrated Mental Health program, helping them build resilience and better manage their overall health.

**100%**

OF MEMBERS WITH UNCONTROLLED  
DIABETES CHECK MORE THAN 1 DAY PER  
WEEK RESULTING IN:

**3.15%**

AVERAGE A1C REDUCTION  
FOR THOSE WHO CHECK  
> 4 DAYS/WEEK<sup>3</sup>

**1.57%**

AVERAGE A1C REDUCTION  
FOR THOSE WHO CHECK  
1-4 DAYS/WEEK<sup>3</sup>

## Results

Key results from Ralph Lauren's integrated approach to treating employees with chronic conditions include improved positive clinical outcomes across populations, strong member satisfaction and significant ROI.

With Teladoc Health, Ralph Lauren is now well-positioned to meet all of its employees' virtual healthcare needs through one app that can be conveniently accessed at anytime, from anywhere.

## Ralph Lauren clinical outcomes<sup>3</sup>

**2.4%**

AVERAGE REDUCTION IN A1C1

**2.4%**

AVERAGE WEIGHT LOSS

**5.7 mmHg**

AVERAGE REDUCTION IN  
SYSTOLIC BLOOD PRESSURE

**36.8%**

OF MEMBERS' WELL-BEING  
IMPROVED AT LEAST 10%



## ROI<sup>4</sup>

**2.1x**

DIABETES

**1.8x**

HYPERTENSION

Decrease in total  
medical spending

**16%**

DIABETES

**20%**

HYPERTENSION

Decrease in  
total Rx costs

**21%**

DIABETES

**5%**

HYPERTENSION

## Strong member satisfaction<sup>2</sup>



**75%**

STRONGLY AGREE THAT TELADOC  
HEALTH HELPED THEM BETTER  
MANAGE THEIR HEALTH DURING  
THE COVID-19 PANDEMIC

<sup>1</sup><https://publichealth.jhu.edu/2021/the-intersection-of-mental-health-and-chronic-disease/>

<sup>2</sup>Johnson, Steven Ross, and Harris Meyer. N.d. "Behavioral Health: Fixing a System in Crisis." Modern Healthcare. Accessed April 30, 2021. <https://www.modernhealthcare.com/reports/behavioral-health/#/>

<sup>3</sup>Teladoc Health Business Review for Ralph Lauren Corporation with Member outcome data through June 30, 2022

<sup>4</sup>Teladoc Health's medical savings and ROI methodology evaluated medical claims data across [Livongo] for Diabetes and Hypertension program participants that were 12-months post-launch of the programs

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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.

