

# Virtual care closes gaps in care for Medicare members with diabetes

**INDUSTRY:** Medicare Advantage

**STUDY POPULATION:** Members living with type 2 diabetes and an elevated HbA1c ( $\geq 8\%$ ) at baseline

**PRODUCTS:** Livongo for Diabetes

**COST SAVINGS:** 14.6% decline in medical costs



When done well, virtual care empowers people to self-monitor their conditions and receive personalized support for managing their diet, physical activity and medication regimen. This study demonstrates the power of this approach to address growing medical costs and barriers to deliver better care and value to Medicare beneficiaries.

**Bimal Shah, MD**, Chief Medical Officer, Teladoc Health

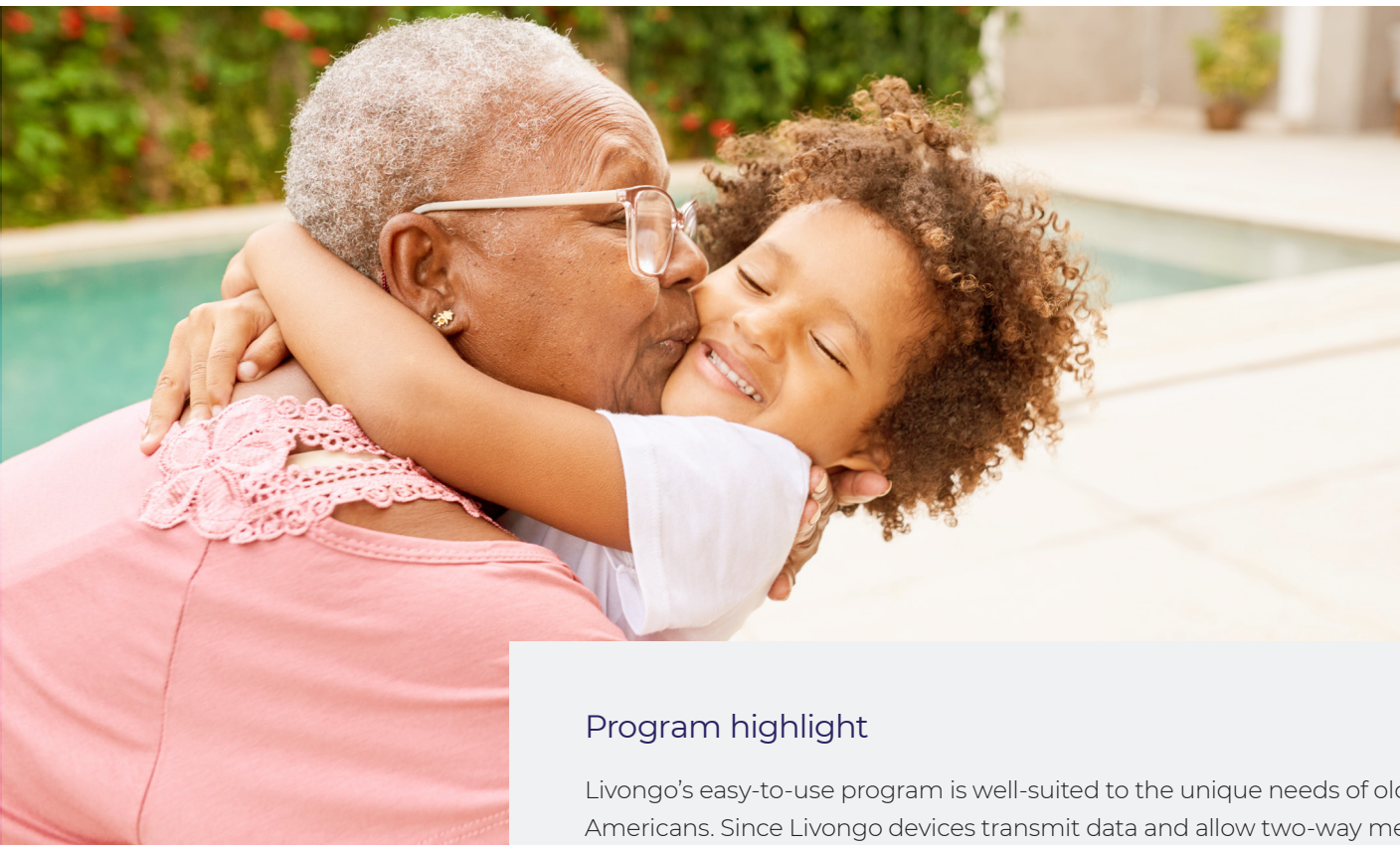


## Summary

Managing a chronic condition can be challenging. That's why every aspect of our digital diabetes management program is designed to optimize the member experience and drive lasting results. A study of Medicare Advantage members measured the impact of the Livongo for Diabetes program. Results indicate the program delivered measurable clinical outcomes improvement and medical claims spend reduction compared to risk-matched, non-enrolled individuals in the control group.

## Challenge

Diabetes prevalence and related costs have been on an upward trend, particularly among people aged 65 and older, greatly impacting costs for Medicare Advantage plans.<sup>1</sup> Further compounding the challenge, many people living with chronic conditions have limited face-to-face time with their healthcare providers—a situation that is even more pronounced in rural areas or during a public health emergency like COVID-19. Addressing gaps in care for this population has the potential to improve a Medicare plan's Star Rating performance and ultimately bend the cost trend.



## Approach

This study evaluated Medicare members enrolled in the Livongo for Diabetes program, which includes:

- A cellular-connected blood glucose meter
- Food and activity tracking
- HealthNudges™ that deliver calls to action when members are most receptive
- 24/7 remote monitoring with emergency outreach for low and high readings
- On-demand 1:1 scheduled coaching from expert coaches

## Program highlight

Livongo's easy-to-use program is well-suited to the unique needs of older Americans. Since Livongo devices transmit data and allow two-way messaging over cellular networks out-of-the-box, members don't need internet access or Bluetooth-compatible devices to use the program. Real-time, context-relevant digital coaching tailored for age and ability is provided in response to blood glucose checking to educate and promote continued engagement.

## Results<sup>2</sup>

0.99pt	5.59%	7.34%	8.35%
AVERAGE HbA1c REDUCTION WITHIN 6 MONTHS	INCREASE IN FLU SHOT RATES	INCREASE IN NEPHROPATHY SCREENING RATES	INCREASE IN RETINAL EYE EXAM RATES

Over a 26-week period, Livongo members received increased preventive care in areas that impact Star Rating performance. The study also measured a 28.8% increase in medication-adherent members (proportion of days covered >80%) and a 19% increase in doctor's office visits. Overall, the program yielded a 14.6% decline in medical costs relative to expected costs. Meanwhile, 87% of members reported having a positive or extremely positive experience with the Livongo program.

<sup>1</sup>American Diabetes Association. 2018. "Economic Costs of Diabetes in the U.S. in 2017." *Diabetes Care* 2018 May; 41(5): 917-928.

<sup>2</sup>Livongo data on file (DS-5642).

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