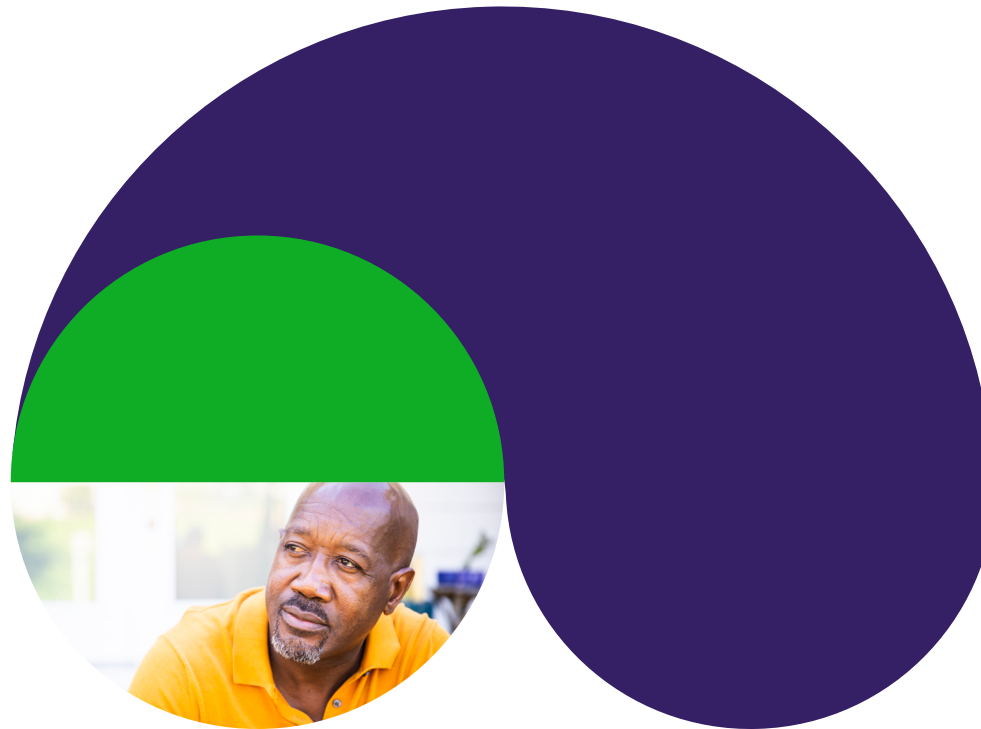


MENTAL HEALTH

Mental healthcare to meet everyone's needs





It's time to rethink mental healthcare delivery

Today, upwards of 50% of adults with mental health needs and more than 60% of youth with major depression go untreated.¹ And, it's not for lack of trying. There are a number of barriers people face when seeking care. Some individuals deal with stigma in their communities about seeking support, some don't understand what they are feeling or where to go for

help and others simply can't afford the help they need. Add the ongoing mental health clinician shortage to these challenges, and you leave a lot of people left to navigate a complex healthcare ecosystem on their own. As a result, many will have suboptimal care experiences that waste time and money—and may even put people's health at risk.

2/3
OF PRIMARY CARE PHYSICIANS
STRUGGLE TO CONNECT
PATIENTS TO MENTAL
HEALTHCARE²

FOR EVERY
1 THERAPIST THERE ARE
254
PEOPLE SEEKING MENTAL
HEALTH SUPPORT³

WAIT TIMES TO ACCESS
BEHAVIORAL HEALTH SERVICES
ARE TRENDING UPWARDS OF
6 WEEKS⁴

The cost of untreated mental health

We know that physical and mental health are closely connected, yet they are often treated as separate parts of the healthcare experience. This can have far-reaching consequences. For example, without early intervention, people with subclinical depression have a two-fold increased risk of developing a major condition.⁵ Employees with unresolved depression experience a 35% reduction in productivity,⁶ and people with major depression spend an average of \$6,390 more per year in healthcare costs than those without it.^{7,8}

By making it easier for people to access the right level of mental health support based on their individual needs, organizations can help achieve better overall health and cost outcomes for the people they serve.

Real outcomes for our members and our clients

5-point
IMPROVEMENT IN MENTAL WELL-
BEING WITHIN 60 DAYS⁹

70% of people
REALIZE CLINICAL BENEFIT THROUGH
LOWER-COST INTERVENTIONS SUCH AS
DIGITAL OR COACHING¹⁶

Exceptional whole-person care, delivered in innovative ways

Manage healthcare the way people experience it

Teladoc Health was founded over 20 years ago on a simple, yet revolutionary, idea: that everyone everywhere should have access to the best healthcare, anywhere in the world,

on their terms. Today, we're delivering on that promise with whole-person care that is worth seeing and believing. It's an integrated approach that addresses everyday health and well-being needs as well as chronic conditions and acute concerns.

Our integrated, virtual-first approach meets members where they are. It's available anytime and anywhere people need it—whether that's in the privacy of their home for the

estimated 60% of consumers who prefer virtual or in a clinic for those who are referred for in-person care.¹⁰

Our approach is personalized to lifestyles, health needs and goals using data-driven insights to keep people engaged in their health. And, of course, it's high-quality care that you and your members can trust—backed by evidence-based care practices and experienced clinicians.

Within a single, unified platform, these programs deliver improved member health and well-being measures that, in turn, drive better outcomes.



Delivering **whole-person care** that spans every stage of a person's health journey.

Complex Care

Gain advice on diagnosis, treatment plan or surgery from world-renowned specialists

Primary Care

Serving as the quarterback for care, developing care plans and referring individuals to resources they need, both virtual and in-person

Chronic Care

Take charge of health challenges with monitoring and personalized support

Mental Health Care

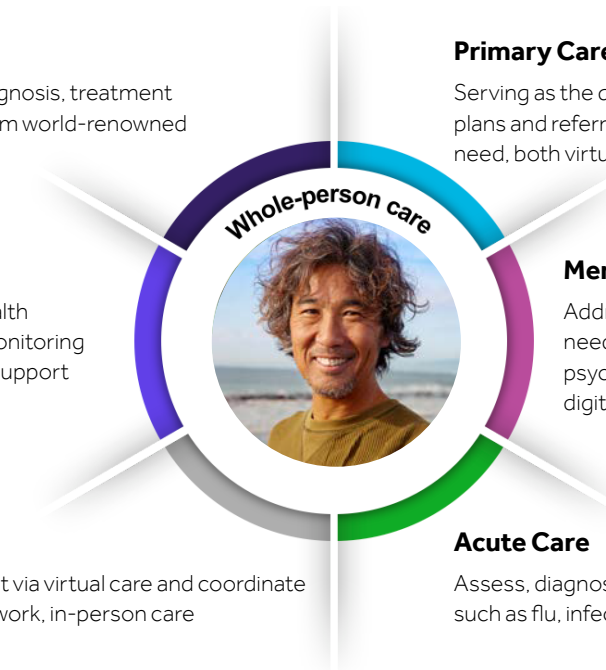
Address the wide spectrum of acuity and need with evidence-based therapy and psychiatry, coaching and self-guided digital programs.

Specialty Care

Consult a specialist via virtual care and coordinate referrals to in-network, in-person care

Acute Care

Assess, diagnose and treat everyday health issues such as flu, infections and skin conditions



Within a single, unified platform, our programs deliver improved member health and well-being measures that, in turn, drive reduced healthcare costs.

60%

OF CONSUMERS SAY THEY WOULD BE INTERESTED IN A VIRTUAL-FIRST PLAN¹⁰

78%

OF CONSUMERS PREFER A SINGLE, UNIFIED EXPERIENCE FOR MANAGING THEIR MENTAL AND PHYSICAL HEALTH¹⁰

80%

OF CONSUMERS* COULD BENEFIT FROM ONE OR MORE TELADOC HEALTH SERVICES¹¹

*Based on claims analysis of a large commercial population over one year.



Care to meet your entire population's needs

Teladoc Health understands the challenge of providing rapid access to high-quality mental health services to meet a variety of needs. Unlike digital programs that only address a subset of conditions or concerns, our solution provides a broad spectrum of digital, coaching and clinical care options to support individuals across the ages and stages of life—whether seeking to reduce the stress of daily life or manage a more severe condition. This personalized and comprehensive approach addresses the fluid nature of mental health needs as conditions, severity levels and life circumstances evolve over time.



The right care, the first time

Enable members to assess their mental health needs conveniently to eliminate barriers that delay access and guide them to the right care from the start



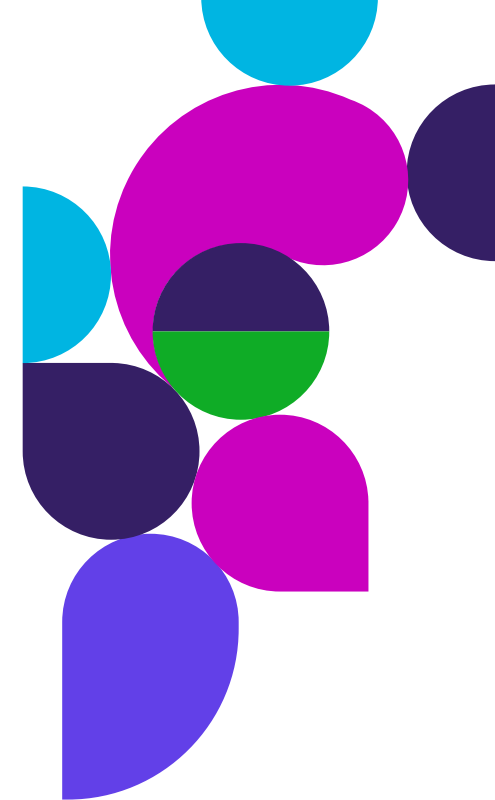
Rapid access at scale

Offer access to 1100+ mental health and well-being digital programs, live coaching sessions, therapy and psychiatry through one easy-to-use platform that can be accessed anytime, anywhere



Personalized experiences

Optimize engagement, satisfaction and outcomes through highly personalized care plans paired with dedicated coaching support and guidance



Making healthy connections faster

Built to address the care needs of the whole person, our solutions work together to identify symptoms of both mental and physical health issues and provide access to care faster.

100% of primary care members are screened for mental health concerns

Access to high-quality therapy four to six times faster than in traditional brick-and-mortar settings

24/7 mental health support through evidence-based digital programs



What sets Teladoc Health apart

Purpose-built to break through barriers that prevent or delay members from seeking care, Teladoc Health Mental Health Complete provides a continuous mental health experience that delivers long-lasting results.

Seamless integration with primary care and chronic care helps identify undiagnosed needs across a broad population and amplify improvement in high-cost populations, such as those with chronic conditions

Access to a wide range of evidence-based support reduces the risk of symptom progression to more costly and complex conditions

Intelligent personalization guides members to the right mix of care while enabling choice and customization every step of the way.

High-quality, culturally aware care at scale through one of the largest virtual networks of rigorously vetted and extensively trained care providers, including therapists and psychiatrists specializing in BIPOC, LGBTQI+ and gender-affirming care

**90% member
satisfaction rating¹²**

What's included in Teladoc Health Mental Health Complete

Clinically based assessments

Intake questions assess symptoms and severity as well as any life events that may be impacting the member's mental health and well-being.

Personalized care plans

Insights gathered from the assessment stage are analyzed using artificial intelligence uniquely developed to approximate a therapist's logic to recommend a personalized mix of therapy, coaching, and digital programs based on the member's condition and severity level.

Clinical therapy

Convenient access to counseling delivered by licensed therapists, as well as medication evaluation and management by board-certified psychiatrists, provides care where and when it's needed.

Evidence-based digital tools

Self-guided, easily accessible resources are designed to provide immediate relief for episodic distress and ongoing support across the most common mental health triggers and conditions.

Mental health coaching

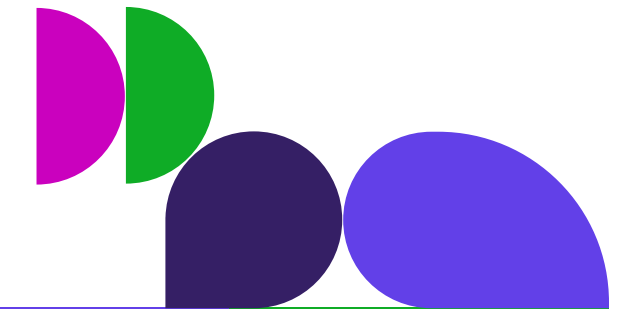
Live sessions with certified coaches paired with digital activities and 1:1 support help members maintain progress and sustain improvement over time.

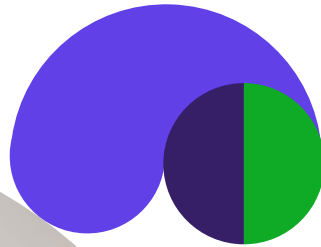
Crisis management

In-the-moment interventions provide high-risk individuals with phone outreach by a crisis counselor or guide low- to moderate-risk individuals to nationally recognized crisis response resources.

Adolescent-specific tools

Digital and care options designed to meet the needs of adolescents, including 20+ new bite-size activities on a range of relevant themes such as bullying, school pressures, anxiety and more.





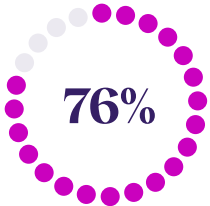
Teladoc Health's evidence-based approach drives consistent high-quality outcomes across the spectrum of care



Mental health clinical outcomes



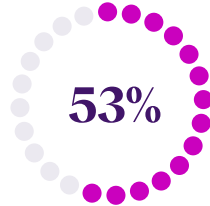
OF MEMBERS REPORT IMPROVEMENTS IN ANXIETY AFTER FOUR VISITS¹⁴



OF MEMBERS REPORT IMPROVEMENTS IN DEPRESSION AFTER THREE VISITS¹⁵



OF MEMBERS REALIZE CLINICAL BENEFIT THROUGH COACHING AND DIGITAL¹⁶



REDUCTION IN DEPRESSION FOR MEMBERS USING DIGITAL ONLY¹⁷

Amplified clinical outcomes

For members with chronic conditions, enrollment in our mental health program is the number one contributor to improved clinical outcomes including reduced A1c, lower blood pressure and weight loss.⁹

1.5%

ADDITIONAL WEIGHT LOSS⁹

9.6 mmHg

ADDITIONAL REDUCTION IN SYSTOLIC BLOOD PRESSURE⁹

0.5%

ADDITIONAL REDUCTION IN A1C⁹

5 point

IMPROVEMENT IN MENTAL WELL-BEING WITHIN 60 DAYS⁹

Business value

\$120 per visit^{8,13}

SAVINGS FOR DIGITAL COACHING COMPARED TO TRADITIONAL THERAPY

\$715 per member per year^{8,13}

COST AVOIDANCE RELATED TO PREVENTION OF SYMPTOM PROGRESSION FROM MILD TO SEVERE

4:1 return on investment^{8,13}

WITH MENTAL HEALTH COMPLETE



Better health
made possible™

¹Mental Health America. "The State of Mental Health In America." Accessed April 4, 2023. <https://mhanational.org/issues/state-mental-health-america>

²AAFP. "Mental Health Care Services by Family Physicians (Position Paper)." Accessed February 2, 2023. <https://www.aafp.org/about/policies/all/mental-health-services.html>

³USA FACTS. "Over one-third of Americans live in areas lacking mental health professionals." Published June 9, 2021. <https://usafacts.org/articles/over-one-third-of-americans-live-in-areas-lacking-mental-health-professionals/>

⁴National Council for Mental Wellbeing. "CCBHC Impact Report, 2021." 2021.

⁵Lee YY, Stockings EA, Harris MG, Doi SAR, Page IS, Davidson SK, Barendregt JJ. "The risk of developing major depression among individuals with subthreshold depression: a systematic review and meta-analysis of longitudinal cohort studies." Psychol Med. 2019 Jan;49(1):92-102. Epub 2018 Mar 13. PMID: 29530112.

⁶McLean. 2022. "What employers need to know about mental health in the workplace." Published June 9, 2022. <https://www.mcleanhospital.org/essential/what-employers-need-know-about-mental-health-workplace>

⁷Kovalick, Stephanie. 2021. "Behavioral health: The hidden chronic condition costing you millions." Benefits Pro. March 1, 2021. <https://www.benefitspro.com/2021/03/01/behavioral-health-the-hidden-chronic-condition-costing-you-millions/>

⁸Blue Cross Blue Shield Health Index. Article Published 2018. <https://www.bcbs.com/the-health-of-america/reports/major-depression-the-impact-overall-health>

⁹Dzubur E, et al. "Effects of Program Enrollment in a Digital Multiple Health Behavior Change Intervention on Clinical Outcomes: A 12-month Study." Ann Behav Med (2022) 56 (Supp 1): S1-S687. DS-8467.

¹⁰Teladoc Health Survey of over 2,200 consumers, April 2021

¹¹Based on claims analysis of a large commercial population over one year.

¹²Press Release: Teladoc Health Ranks First in Consumer Satisfaction by J.D. Power 2021 Telehealth Study. Published September 30, 2021.

¹³Mental Health Care Savings Methodology Sell Sheet. Published 2020. Accessed December 9, 2022.

¹⁴Teladoc Health Data Disclosure CLO045, August 2019.

¹⁵Teladoc Health Data Disclosure CLO044, August 2019.

¹⁶Teladoc Health Data DD-99. November, 2022.

¹⁷Managing Depressive Symptoms in the Workplace Using a Web-Based Self-Care Tool: A Pilot Randomized Controlled Trial. National Library of Medicine, JMIR Publication Research. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5395692/>

LEARN MORE: TeladocHealth.com | engage@teladochealth.com

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.