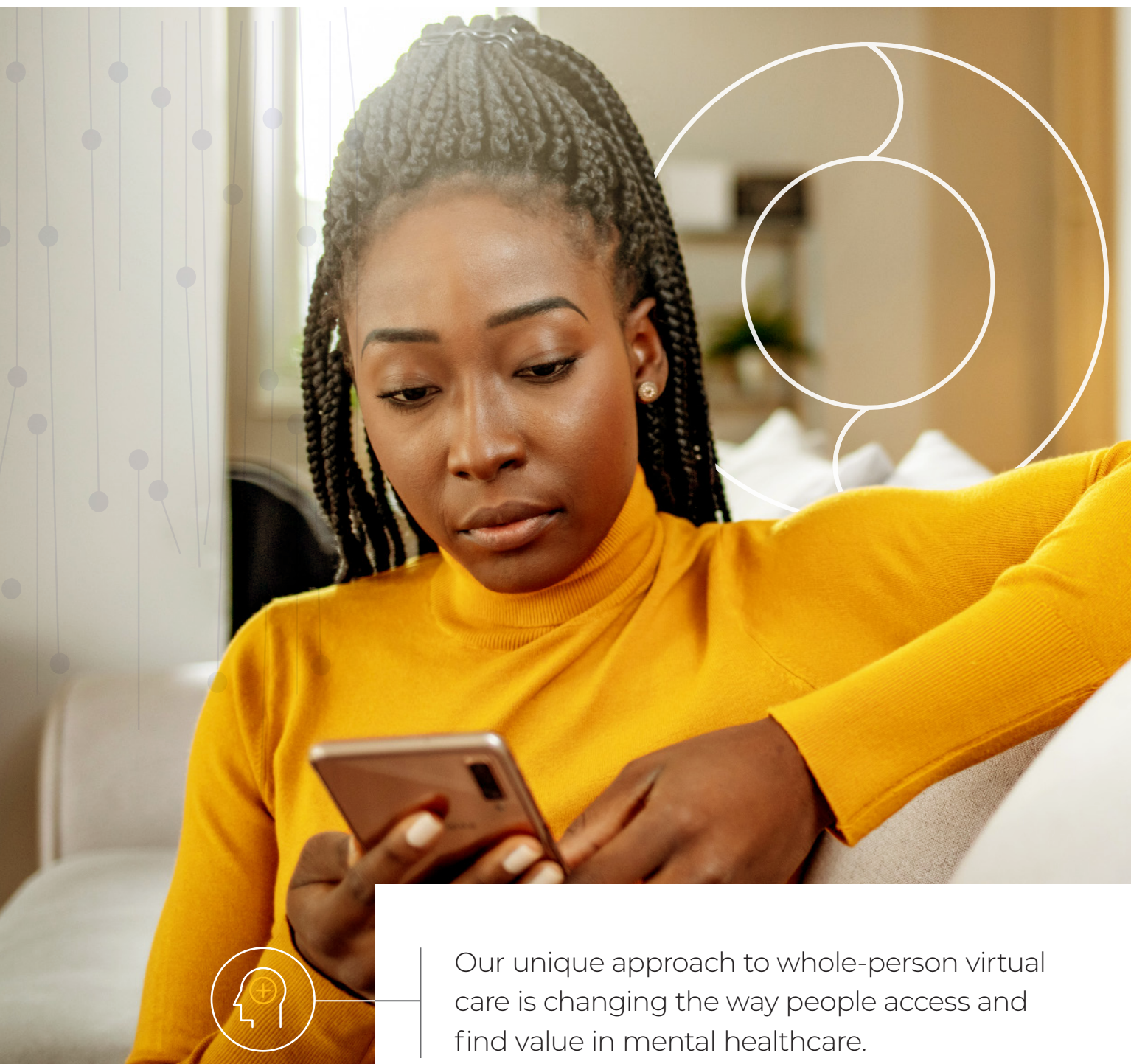**Teladoc HEALTH**

Raising the Bar for Virtual Mental Healthcare

Our unique approach to whole-person virtual care is changing the way people access and find value in mental healthcare.

The challenge

Demand for high-quality mental healthcare is greater than ever, although it remains out of reach for many due to barriers such as access, cost and stigma. In response, virtual care has emerged as a cost-effective way to extend access to licensed care providers, especially during the COVID-19 pandemic. Meanwhile, digital solutions—when done right—offer proven, self-guided mental health support.

But the real power lies in combining these approaches to deliver a full spectrum of care—from managing clinical diagnoses to coping with everyday stress—that flexes to an individual's mental health needs over time. And with tools and support that are available anytime, anywhere. It's a new way of addressing today's burgeoning mental health crisis while scaling this level of personalized support for the future.

The impact on health, costs and productivity

- Approximately **90% of America's $3.5 trillion** annual healthcare costs are spent on people with chronic physical and mental health conditions[1]

- **55% of counties** in the United States are without a psychiatrist and **64% of counties** have a shortage of mental health providers and **70% of counties** lack a child psychiatrist[2]

- **90% of employers** report that the COVID-19 crisis is affecting the behavioral health and often the productivity of their workforce[3]

- **68% of our members** with hypertension registered high blood pressure following COVID-19-related lockdowns,[4] while members with diabetes reported a **26% increase in stress** compared to pre-pandemic levels[5]

[1]Sage Growth Partners. 2020. "Filtering Through the Noise - What Employers Want From a Chronic Condition Management Solution." December 2020. http://go.sage-growth.com/filtering-through-the-noise-ccm

[2]National Council for Behavioral Health. 2017. "The Psychiatric Shortage: Causes and Solutions." March 28, 2017. https://www.thenationalcouncil.org/wp-content/uploads/2017/03/Psychiatric-Shortage_National-Council-.pdf

[3]McKinsey & Company. 2020. "Mental health in the workplace: The coming revolution." McKinsey Quarterly December 8, 2020. https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/mental-health-in-the-workplace-the-coming-revolution

[4]Peterson, Eric D., and Bimal Shah. 2020. "The Impact of COVID-19 on Blood Pressure Trends Utilizing a National Remote Monitoring Platform." American Heart Association Scientific Sessions. November 17, 2020.

[5]Data on file (DS-5222).

Beyond on-demand care

Virtual care aligns with the "on-demand" nature of today's consumer experience. Yet, for a topic as sensitive and complex as mental health, that's not enough. Consumers need assurance that the care they receive through virtual and digital channels is credible and trustworthy, especially given the glut of apps that have rushed to market.

And like all digital experiences, the more relevant and integrated the experience—from talking with a trusted therapist to using self-guided tools—the more engaging and effective virtual mental healthcare will be.

Optimizing mental health resources

Research shows the opportunity for digital health solutions to optimize mental health resources. And with an expected shortage of 15,000 psychiatrists by 2025, this will become even more critical.[6]

A case study published in the January 2021 issue of *NEJM Catalyst Innovations in Care Delivery*[7] found that integrating digital apps into clinical practice and using clinical pathways was an effective way to extend the care behavioral health professionals offer. Its authors also recommend making digital mental health solutions directly available to members, noting that only a small percentage of people with mental health issues come to see a clinician.

Meanwhile, virtual care capabilities give people the opportunity to build relationships with the providers of their choice and receive ongoing mental health support, when and where they feel most comfortable.

myStrength Complete: A personalized, stepped-care approach

Our myStrength Complete program combines personalized digital programs with easy access to telecounseling and licensed professionals to support a full range of care.
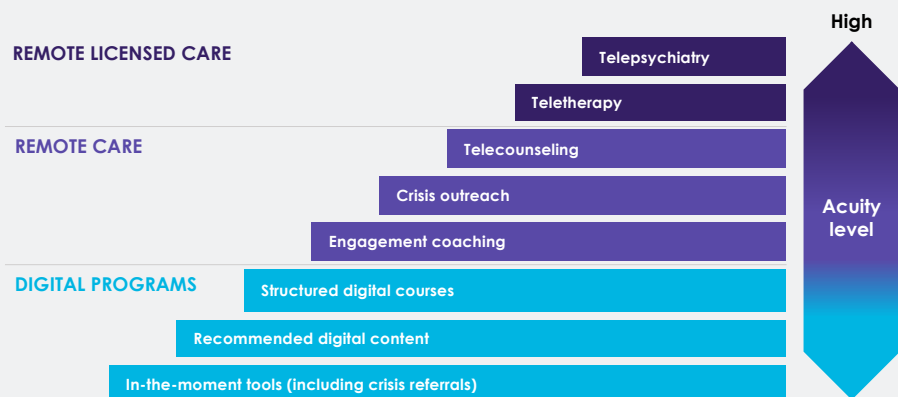
The program offers a full spectrum of evidence-based tools and support to meet the clinical and subclinical needs of a broad population. Through proprietary and third-party data, the program defines a clear path to the right care for each member. This stepped-care approach seamlessly addresses all acuity levels and flexes according to an individual's mental health needs over time.

Continued >

[6]National Council for Behavioral Health. 2017. "The Psychiatric Shortage: Causes and Solutions." March 28, 2017. https://www.thenationalcouncil.org/wp-content/uploads/2017/03/Psychiatric-Shortage_National-Council-.pdf
[7]Mordecai, Don, Trina Histon, Estee Neuwirth, et al. 2021. "How Kaiser Permanente Created a Mental Health and Wellness Digital Ecosystem." NEJM Catalyst Innovations in Care Delivery 2021; 01. https://catalyst.nejm.org/doi/full/10.1056/CAT.20.0295

MyStrength Complete is available from a single platform, making it easy for our clients to manage and providing an integrated member experience across conditions and channels.

REMOTE LICENSED CARE

| Telepsychiatry |
| Teletherapy |

REMOTE CARE

| Telecounseling |
| Crisis outreach |
| Engagement coaching |

DIGITAL PROGRAMS

| Structured digital courses |
| Recommended digital content |
| In-the-moment tools (including crisis referrals) |

High

Acuity level

Comprehensive virtual mental care solutions address a full spectrum of care at the right level of care. That includes personalized digital programs and easy access to telecounseling and licensed professionals to address mental health conditions such as:

- Anxiety
- Depression
- PTSD
- Stress

- Panic disorder
- Family/marriage issues
- Grief
- Eating disorders

- Substance abuse
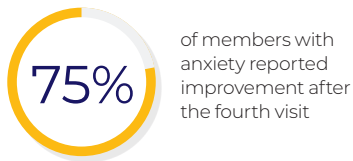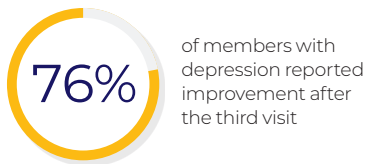- Trauma
- Work pressures
- ADHD

Chris*

"Pandemic-related stress is cranking up my anxiety, making it hard to cope."

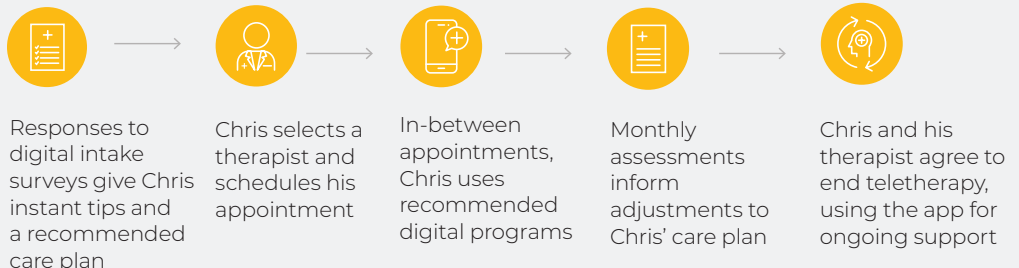*Fictional representation of a member struggling with anxiety.

Remote licensed care[8]

Results:

76% of members with depression reported improvement after the third visit

75% of members with anxiety reported improvement after the fourth visit

Digital programs

Results:

96% member satisfaction[9]

82% as effective as face-to-face therapy[10]

55% reduction in depression scores[11]

$382 per user additional claims cost reduction vs. matched control[12]

Responses to digital intake surveys give Chris instant tips and a recommended care plan → Chris selects a therapist and schedules his appointment → In-between appointments, Chris uses recommended digital programs → Monthly assessments inform adjustments to Chris' care plan → Chris and his therapist agree to end teletherapy, using the app for ongoing support

Result: Chris still experiences the occasional bout of stress, but he now has the tools to manage it more effectively.

A proven approach delivered at scale

In addition to life-changing benefits for individuals, our combined remote licensed care and digital programs deliver measurable clinical and cost savings for our clients, such as reducing delivery costs and the need for people to seek higher-cost forms of care.

Plus, people who participate in these programs tend to be more productive on the job, less likely to miss work to seek care and better equipped to manage their overall health, including chronic conditions.

We've built upon our deep experience in whole-person virtual care to offer a new approach to mental healthcare. The result—a full spectrum of personalized member support unlike any other on the market. **Let's work together to change lives for the better.**

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[8]Data on file.

[9]MyStrength book of business. Data on file.

[10]Schladweiler, Krista, Abigail Hirsch, and Luke B. Snow. 2017. "Real-World Outcomes Associated with a Digital Self-Care Behavioral Health Platform." Annals of Clinical Research and Trials October 31, 2017. https://scientonline.org/open-access/real-world-outcomes-associated-with-a-digital-self-care-behavioral-health-platform.pdf

[11]In a case study with two large commercial partners, 74% of users with severe depression improved by at least one severity category within six months.

[12]Abhulimen, Sese, and Abigail Hirsch. 2018. "Quantifying the economic impact of a digital self-care behavioral health platform on Missouri Medicaid expenditures." Journal of Medical Economics, 21(11), 1084–1090. https://doi.org/10.1080/13696998.2018.1510834

Teladoc HEALTH