



4 myths about mind and body virtual care solutions

Chronic conditions, like diabetes, hypertension and mental health challenges, are the leading causes of death and disability in the United States.¹ And these conditions rarely exist in isolation; on average, 40% of adults have two or more chronic conditions¹

Many solutions claim to be the best in the market for treating these health challenges, but with so much at stake—clinically and financially—making the right choice requires careful consideration.

Myth #1: Mind and body care covers all virtual healthcare needs

It's natural to think that a virtual “mind and body” solution includes a full spectrum of healthcare needs. Yet look deeper and you'll find that many who make this claim fall short on the promise. Teladoc Health's whole-person approach, on the other hand, includes a stepped-care approach to mental health care with evidence-based, self-guided digital programs and the ability for our clinicians to prescribe medications as appropriate.

Pro tip: Support for physical health doesn't stop at chronic conditions—our integrated telehealth and virtual primary care offerings provide a seamless, more satisfying member experience.

· **25% of members were newly diagnosed** with diabetes or hypertension after using Teladoc primary care services²

· **40%+ of telehealth members** have access to multiple products³

Myth #2: All remote monitoring devices are created equally

Accurate health metrics are key to helping people understand and better manage their chronic conditions. Yet when connected devices aren't fully integrated with a health management program, people may not be getting information in as timely or personalized way as they need.

Teladoc Health's devices register readings in near real-time, triggering messages and information members can act on immediately.

For example, our certified health coaches reach out proactively to members within minutes of an out-of-range reading registering on our proprietary blood glucose meter, helping them gain better control of their blood sugar and avoid a medical emergency.

· **88% of activated members** have taken a reading on one of our connected devices in the last 90 days⁴

· **35% fewer emergency room visits among members** who receive expert coaching as part of our Diabetes Management program⁵

Pro tip: Pre-configured cellular devices are easy to use—members simply turn on their blood glucose monitor and it automatically connects to their account, leading to more consistent use and engagement.

Myth #3: Virtual programs only respond to behaviors, not anticipate them

Behavior change is hard, but with the right data-driven approach, it can be made easier. Data from our proprietary connected blood glucose monitor, plus integration with other health technologies—like Apple Watch—and continuous glucose meters allows us to proactively engage members with personalized, timely and actionable outreach that builds healthier habits.

Meanwhile, machine learning models evaluate member responses across programs, segments, channels, demographics and more to drive engagement and sustained positive behavior change.

· **60% of members opt in** to recommended educational content⁷

· **2 million+ blood glucose data points** are captured per week from our devices, helping inform member communications⁸

· In the month after completing one of our 5-Day Challenges, members continue to take action:⁹

· **7 additional** blood glucose checks

· **3.5 more days** of blood glucose checking

Pro tip: Sustained engagement is achievable with the right mix of Artificial Intelligence and connected monitoring devices—in fact, 90% of our members wish to continue after one year.⁶

Myth #4: Virtual care and clinical quality are mutually exclusive

Clinical quality is at the heart of what we do. We hold NCQA accreditation for credentialing of our medical group and have founded the healthcare industry's first Patient Safety Organization dedicated to virtual care, called the Institute for Patient Safety and Quality of Virtual Care. Our Diabetes Prevention program is fully recognized by the CDC.

Dozens of clinical studies of our results have been published in peer-reviewed journals and presented at academic conferences. But even more valuable is the impact we have on the health of the nearly one million people using our chronic condition management programs every day.

- **1.0% average reduction in eA1c** after one year¹⁰
- **13 mmHg average reduction of systolic blood pressure** for members starting in Stage 2 after one year¹⁰
- **63% of activated members lost weight** after at least 6 months¹⁰

As the world leader in whole-person virtual care, we can support the wide range of populations you serve today with a full spectrum of care at scale—to accommodate your needs as you grow.

Pro tip: We've performed more than 100 claims-based ROI analyses on our chronic condition management programs with 95% showing positive results at year one.



¹National Center for Chronic Disease Prevention and Health Promotion. <https://www.cdc.gov/chronicdisease/about/index.htm>

²Teladoc Health data, 2021

³Teladoc Health data, 2021

⁴DS-8089 BoB Business Review

⁵Data on file (DS-1580)

⁶Data on file, 2019 S1

⁷Data on file (DS-5222).

⁸Teladoc Health data, 2022

⁹Data on file (DS-2890).

¹⁰DS-8290 BoB Business Review

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.

