





**PROGRAM HIGHLIGHT**

# Pharmacy and medical cost savings

Reducing prescription medication costs can have a big impact on individuals and their employers. By extending the Teladoc Health Diabetes Management program to its employees, this large retail client positioned the program as a free benefit; members living with diabetes received a meter, testing strips and lancets at no cost.

USI's retail client experienced a 16% reduction in pharmacy costs—compared to a 6% increase for employees who didn't enroll in the program—to a net pharmacy cost decrease of 10%. This represents a savings of \$68 per member per month in pharmacy spending alone. Plus, the client experienced a 14% decrease in medical spending among Diabetes Management program members, compared to those who didn't enroll<sup>2</sup>.

## Approach

USI worked closely with their large retail client to introduce the Diabetes Management program to employees and keep them active and engaged through:

- A connected blood glucose meter and unlimited testing strips and lancets
- Personalized, timely and actionable content that engages people in their health when they are the most receptive to drive behavior change
- Access to certified health coaches, including emergency outreach triggered by a member's out-of-range glucose reading
- Best practices in member engagement to support long-term results

## Results

USI worked with Teladoc Health to assess the impact of the Diabetes Management program in terms of cost savings, clinical outcomes and member satisfaction, compared to a control group of people who did not enroll in the program. The study included a difference-in-difference comparison of total allowed amount of medical spending, made one year prior to index date and one year following index date.

Based on these early wins and the outstanding member satisfaction results, this client is considering expanding the scope of Teladoc Health solutions it offers to employees. USI is there at every step to ensure a successful experience for its client and the people it serves.

## Outcomes<sup>2</sup>

1.1%

Average HbA1c reduction

\$120

Medical cost reduction PPPM

\$68

Rx reduction PPPM

+82

Net Promoter Score

<sup>1</sup>Teladoc Health Salesforce data 2021  
<sup>2</sup>DS-4729

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