



YOUR VIRTUAL CARE PARTNER

Modernizing
healthcare,
together





Transforming the healthcare experience

From large enterprises to small businesses, Teladoc Health helps employers deliver innovative benefits that make accessible, high-quality healthcare a reality for more people around the world.

Through a simple, integrated experience, we offer the only comprehensive virtual care solution spanning general medical, mental health, and complex care.

We help organizations drive adoption of virtual care to increase employee productivity, improve health outcomes, and control healthcare costs while making it easier for people to access the right kind of care and resolve their healthcare needs with confidence.

Solving employers' biggest challenges with virtual care

As plan sponsors seek ways to bend the cost curve, make healthcare more accessible and affordable, and meet consumer expectations, virtual care becomes an important part of the solution. However, the sea of digital point solutions is overwhelming, and a lack of integration increases cost, decreases productivity, and leads to medical uncertainty.

With Teladoc Health, clients have access to one vendor that meets a wider array of company and consumer needs. Through a single contract, implementation, and member engagement plan, we deliver a streamlined experience for employers and employees alike.



Rising costs

Employers predict healthcare costs to increase 6% in 2020.¹



Point solution fatigue

The average employer offers 14 healthcare solutions, with jumbo employers offering more than 20.²



Productivity

Lost productivity costs 60 cents for every dollar spent on healthcare benefits.³



Employee engagement

As many as 76% of employees do not understand components of their benefits.⁴

¹NBGH 2020 Large Employers' Health Care Strategy and Plan Design Survey

²Castlight Report on Digital Health in the Workplace

³Integrated Benefits Institute (IBI)

⁴SHRM.org, Aflac



2020 predictions

How global healthcare is delivered continues to shift each year. We've made five bold predictions about virtual care in 2020, ranging from private and public healthcare partnerships to the important role virtual care will play as individuals around the world face more chronic and complex conditions.

1

Virtual care is a top priority for plan sponsors and care providers.

With mounting pressures to improve access while controlling costs, organizations require strategic partnerships and innovation to expand virtual care.

2

Consumers demand integrated, personalized care on their terms.

As adoption accelerates, savvy consumers expect more from virtual care: Technology enables high-touch, high-tech experiences.

3

Virtual care closes the access gap for mental healthcare.

With burgeoning needs around the world, virtual care is essential to make convenient, confidential mental healthcare available for all.

4

As people live longer with chronic diseases, virtual care alleviates the burden of care.

Virtual care extends healthcare to the home, helping caregivers and healthcare professionals serve an aging population.

5

Virtual care delivery is an essential skill for all physicians.

To practice high-quality modern medicine, doctors must be able to effectively engage with patients remotely.

READ MORE AT

teladochealth.com/predictions



Setting the bar for quality

Exceptional care delivery and advocacy across the healthcare system

The Teladoc Health Medical Network is the largest and most diverse, virtual care-focused medical network in the world with more than 300 staff clinicians, 3,100 telemedicine physicians, and thousands of top specialists on our global expert panel. Leveraging technology, data, and augmented intelligence as key enablers, we are empowering human-centered decisions that lead to better outcomes for each and every patient around the world.

Diligent oversight is core to our work:

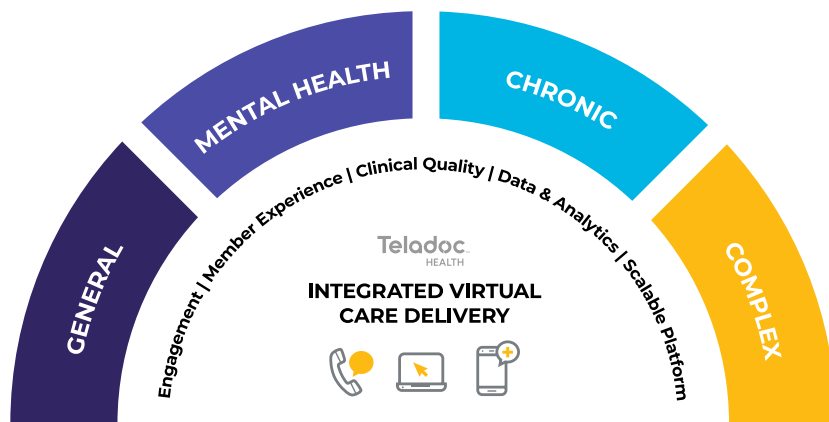
Quality & Care Committee oversees quality of care standards.

Medical Advisory Boards provide clinical expertise, advance virtual care standards and new innovations.

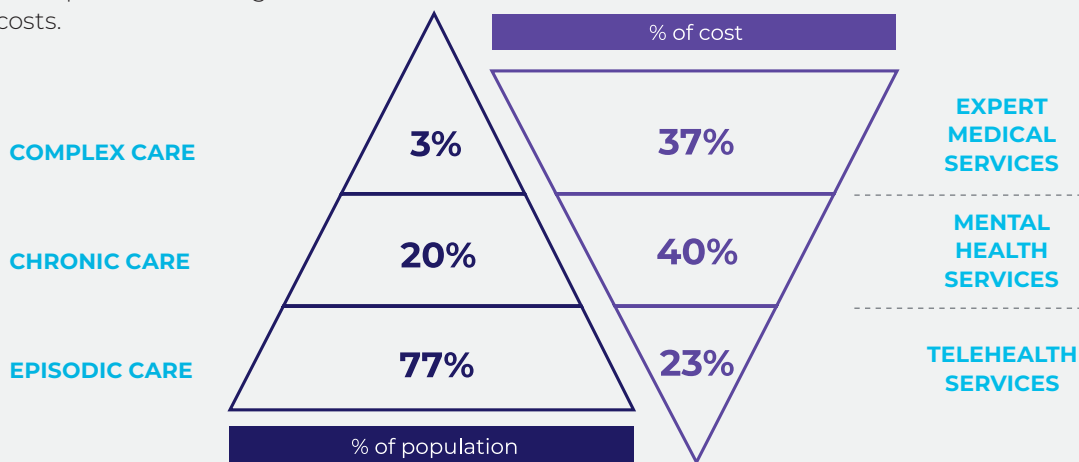
Established first and only **patient safety organization** dedicated to virtual care.

Addressing breadth-of-care needs

Our portfolio of services addresses a broad spectrum of healthcare needs, from pink eye and skin rashes to mental health illnesses and cancer, regardless of where the member is located or enters the system.



Managing the spectrum of conditions also means we have the capabilities to mitigate their associated costs.





Teladoc Health offers the most comprehensive suite of virtual care services on a single platform.

TELEHEALTH SERVICES



General Medical: Convenient access to high-quality healthcare from U.S. board-certified doctors by phone or video, 24/7.



Nutrition: Registered dietitians offer in-depth consultations and create personalized plans for member-specific nutrition needs. Condition-specific expertise available.



Dermatology: Access to board-certified dermatologists who can review imagery and prescribe approved medications within days.



Sexual Health: Easy access to local labs for testing of the most common sexually transmitted infections without the need for an appointment and with complete confidentiality.



Back Care: Customized back care programs with videos and access to certified health coaches.



Tobacco Cessation: Help from physicians and cessation coaches who can prescribe medication and monitor a member's progress in trying to stop smoking.



Chronic Care Coaching: Personalized coaching programs that help members avoid and overcome chronic conditions.

EXPERT MEDICAL SERVICES

State-licensed physicians navigate members across a broad range of expert medical services, leading to trusted answers, quickly.



Expert Medical Opinion: Members receive an expert evaluation of their diagnoses and treatment plans.



Ask the Expert: Personalized answers from leading expert physicians to members' medical questions.



Find a Doctor: Members can receive personalized recommendations for high-quality, in-network physicians in their specified geographic areas.



Treatment Decision Support: Education and guidance is provided to members evaluating several treatment options so they can make confident medical decisions.



Critical Case Support: In complex emergencies, a clinical team can be quickly assigned to work with a member's treating team during the first crucial hours to ensure quality of care.



Medical Records eSummary: Members' medical records are collected and organized into one secure file and delivered with a personalized health summary.

MENTAL HEALTH SERVICES



Behavioral Health Care: Members can select and build relationships with the mental health provider of their choice. Sessions are available by phone or video seven days a week, and can be scheduled for however long treatment is needed.



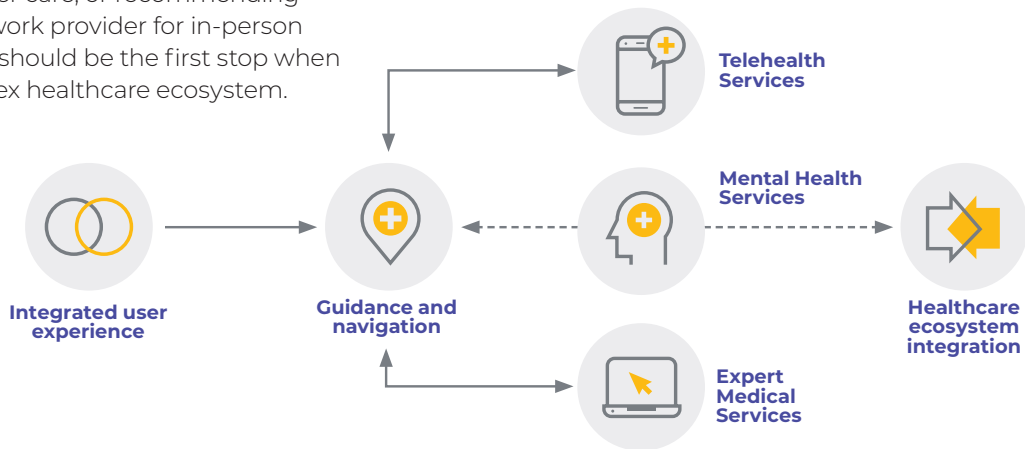
Behavioral Health Navigator: Members with mental health conditions receive an in-depth expert medical opinion and ongoing support to help them navigate to the most-appropriate services for their needs.

Included with Expert Medical Services

When virtual care comes first

Adopting an integrated Virtual First™ strategy

Whether connecting immediately with a doctor for general medical care, identifying the world's top specialist for cancer care, or recommending a high-quality, in-network provider for in-person follow-up, virtual care should be the first stop when navigating the complex healthcare ecosystem.



To encourage employees to use virtual care as the first stop for care, we leverage a combination of:



Comprehensive spectrum of virtual care services



Advanced data analytics



Smart plan design



Innovative engagement



Turning insights into action

We are integrating advanced data analytics into our service model to identify high-need and high-value opportunities—dramatically increasing our impact on people’s lives.

People in need:

Unresolved cases that have likelihood of requiring a second opinion

High-value populations:

Populations with high-loss conditions and treatments

Specialty pharmaceuticals:

High-value opportunities to re-evaluate treatment plans and reduce costs

Mental health:

Opportunities to provide early access to affordable treatment

ER/urgent care overuse:

Individuals with basic telehealth needs who are using the ER for primary care

Resolving healthcare concerns with confidence

Our innovative approach to Expert Medical Services is centered on the patient-physician relationship with dedicated physicians available every step of the way to serve as the member's guide to resolution of their healthcare needs. The physicians intake and listen, provide medical advice, and refer or coordinate additional virtual or in-person care—depending upon the patient's unique needs.

To capture a holistic patient view, we collect all relevant medical records, retest pathology on 100% of oncology and auto-immune cases, and engage top medical experts for review and recommendations.

HOW IT WORKS:

Physicians guide members to the best care



Intake and guidance—Members talk to a physician from the start, who performs an in-depth intake to discuss the member's concerns and medical history, and guides them to the right care.



Expert review—A world-renowned expert reviews all case information and provides diagnostic and treatment guidance.



Resolution—The physician reviews the expert report with the member and the member's treating physicians.



Managing chronic conditions

Chronic Care Coaching, delivered in partnership with Vida, applies an effective combination of certified health coaches together with smartphone app technologies to introduce and maintain key lifestyle changes over the long term.

With Chronic Care Coaching, Teladoc Health and Vida provide a holistic, human-based approach to the broadest range of virtual care services deemed critical to the successful management of chronic conditions.

60%

of U.S. adults have a chronic disease

4-6X

more individuals with multiple chronic conditions are costing organizations more than those without



The global need for mental healthcare is clear

The number of men and women experiencing depression and anxiety continues to rise each year, with more than 300 million people¹ suffering around the globe.

Companies, healthcare organizations, and leaders around the world are taking this issue more seriously than ever. However, stigma surrounding mental health is deeply rooted in the workplace. For employers and employees alike, there is substantial value in getting people the right diagnosis, plan, and support needed to be well and productive at life and work.

Results from our international study on mental health² reveal the top three workplace challenges:

36%

believe mental health benefits at work are given the same level of importance as those for physical health

58%

of respondents feel knowledgeable about how to improve their mental health

33%

would be more productive at work if there was better mental health support

CASE STUDY:

Global technology company

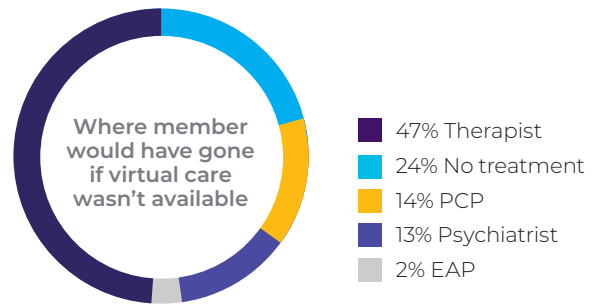
After continued success with Teladoc Health, one client decided to expand its offerings to provide specialized support for mental health conditions.

“The most important reason to provide virtual behavioral healthcare is that it provides access to care for your employees—especially in remote areas or in states with limited providers. It is a win-win for everyone—saving money and providing convenience, quality services, and speed.” **Teladoc Health client**

RESULTS

12% Behavioral Health utilization

100% member satisfaction



24% of members would have received no treatment had this benefit not been offered

Teladoc Health's Behavioral Health services are the most comprehensive in the marketplace. From building an ongoing relationship with a mental health professional to accessing an expert medical opinion to managing uncertainty about an existing mental illness, we are transforming access, reducing stigma, and improving behavioral health outcomes.

The impact of our accessible Behavioral Health Care solution:

75%

of patients with anxiety improved after more than three visits³

76%

of patients with depression improved after more than four visits³

¹World Health Organization

²2019 Mental Health in the Workplace: Global Impact study by Teladoc Health, commissioned through Ipsos MORI of 1,000 employees across the United States.

³Study using Teladoc Health data



Industry-leading member engagement

Teladoc Health clients experience 4X utilization over the industry average.

One of our key differentiators is the firm belief that it's our responsibility to drive engagement. To deliver on this, we have invested heavily in our talent, the technology, the data, and the programs required to accelerate the adoption of virtual care.

Leveraging behavioral triggers, predictive modeling, and demographic insights, our proven engagement approach employs a diverse mix of media and analytics to reach the right member with the right message at the right time.

Our approach to engagement

Collaborative: Experienced client managers and marketing consultants partner with clients to create tailored engagement programs, identifying opportunities to integrate into existing benefit communications and with other benefit partners.

Customizable: Communications are personalized to make each touch point more relevant and impactful. We also provide on-demand access to a variety of communication pieces that can be customized with logo, key plan information, and more.

Complementary: Our targeted multi-media capabilities reach members at the right time in their moments of need.

Delivering better outcomes with personalized advocacy

Teladoc Health and Accolade are partnering to build awareness and increase the use of quality, cost-effective healthcare.

The Teladoc Health and Accolade partnership has served Lowe's Home Improvement associates and their dependents since 2015. Together, personalized guidance and a comprehensive virtual care solution has driven significant results, including increased associate satisfaction.

2,881

Accolade-referred
Teladoc visits

24%

of Lowe's associates who
utilized Teladoc services
were directed by Accolade

\$2M+

annual savings
for Lowe's

The approach

Teladoc Health and Accolade work together to help members navigate the healthcare ecosystem, educating them on the virtual care benefits available to them.

Accolade

Accolade helps members navigate the complexity of their benefits, educates them on care alternatives, and promotes Teladoc Health's virtual care services when appropriate.

Teladoc Health

Members can seek resolution to their specific care needs through Teladoc Health's comprehensive virtual care solution, including telehealth, expert medical, and behavioral health services.

Teladoc Health and Accolade

Teladoc Health and Accolade collaborate and share collective data to improve follow-up engagement and outcomes.



\$340K
annual
savings



14%
annualized
utilization

55% improved diagnosis

91% improved treatment

CASE STUDY:

Nonprofit research firm

One company struggled to manage the number of solutions and associated costs available to address all of its employees' healthcare needs. So when it reduced the number of health plan offerings, it needed to find a way to supplement its benefits offerings.

Program objectives:

- Streamline benefits by offering a comprehensive solution that addresses medical needs of any complexity.
- Remove access barriers to get employees the care they need.
- Ensure each employee can get the correct diagnosis and treatment to avoid unnecessary medical procedures.
- Manage high-cost claims and redirect ER and urgent care usage.

Program solution:

By implementing the full spectrum of virtual care solutions with Teladoc Health including General Medical, Behavioral Health Care, and Expert Medical Services, the nonprofit provided a single benefit that helped its employees get the right care at the right time, improving outcomes and quality of life, all while reducing medical spending.

“This solution provides a ‘one-stop shop’ for our employees to have real-time access to care. These programs are location agnostic and provide us with an offering that increases access and quality without increasing costs.” **Teladoc Health client**

Driven by a passion to improve healthcare,
we are guided by our values

We are passionate about **taking care** of people.

We are committed to **unsurpassed quality**.

We keep **our promises**.

We lead with **integrity, accountability, and transparency**.

We **stand up for what's right**.

We strive to **create value**.

We **respect** each other and value **succeeding together**.



LEARN MORE

TeladocHealth.com | engage@teladochealth.com

About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.