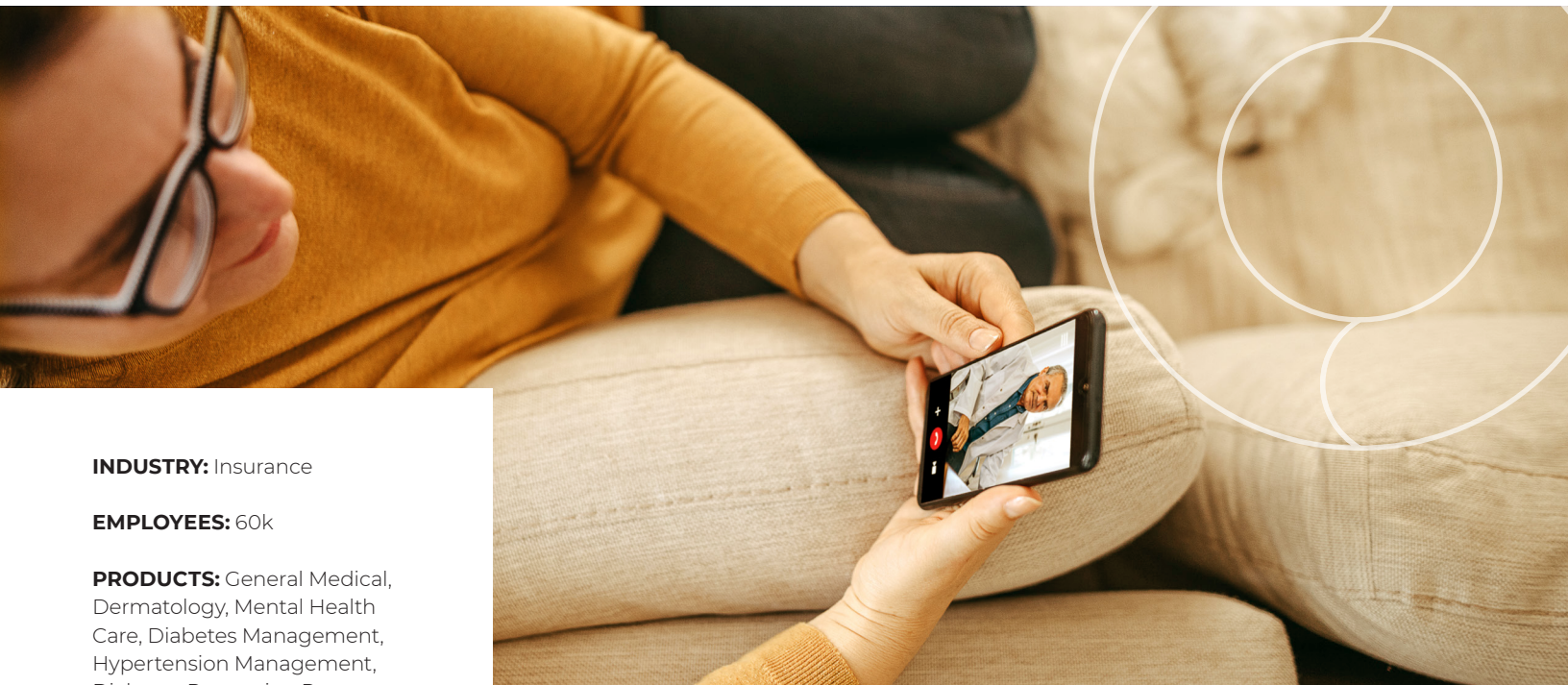




## CLIENT SUCCESS STORY

# Fortune 100 company creates a win-win with whole-person virtual care



**INDUSTRY:** Insurance

**EMPLOYEES:** 60k

**PRODUCTS:** General Medical, Dermatology, Mental Health Care, Diabetes Management, Hypertension Management, Diabetes Prevention Program, Expert Medical Services

**AVERAGE COST SAVINGS:** \$8.3M



The most satisfying thing about our partnership with Teladoc Health is that we don't have to choose between our employees and our bottom line. We're delivering access to high-quality care and containing costs and complexity.

Healthcare Benefits Manager  
Insurance Company

## Overview

As a Fortune 100 company, this large insurance organization understood the importance of giving its employees and their dependents access to quality care. With Teladoc Health as its partner, the company now offers whole-person care while minimizing the complexity of benefit design and administration.

## Challenge

The insurer regularly reviews and improves its benefits packages to offer employees what they want and need. Its benefits team aims to promote whole-person wellness, encourage growth and offer the personal support that participants expect, but they realized barriers were in the way of achieving these aims. For example, they found that "single problem" solutions were cumbersome to manage and difficult for employees to navigate. Additionally, employees who were unable to access care went without treatment or sought more expensive care, which resulted in worsening of conditions and higher costs. To align with its benefits philosophy of whole-person care and streamlining offerings for members, the company partnered with Teladoc Health.



+90%

OF EMPLOYEES ARE  
SATISFIED WITH  
TELADOC GENERAL  
MEDICAL SERVICE\*

An integrated experience helped deliver more than **\$8.3M** in cost savings in one year.\*

## Approach

### Deepen Teladoc Health partnership

- Deliver whole-person care from wellness and prevention to acute care to complex healthcare needs with the goal to add more specialized services to the existing relationship
- Promote collaborative relationship at the company's annual strategy summit

### Enhance member experience

- Promote virtual care on internal benefits site
- Create a custom benefits page
- Increase inbound referrals through personalized advocacy resources

### Engage members proactively

- Outreach: right member, right message, right time
- Promote services during health and wellness fairs

## Results

For this organization, virtual care is here to stay. By evolving its benefit offerings to include whole-person virtual care with both Teladoc and Livongo solutions, it's a win-win for the company, its employees and their loved ones. The company is also realizing significant savings—\$8.3 million in one year alone—through its integrated, data-driven virtual care offering. At the same time, the company's employees and their dependents experience better health outcomes, regardless of location or clinical situation, through a single, convenient point of access.

13%

General Medical  
Utilization in 2020\*

424%

Increase in Mental Health  
Services cases from June 2019  
to June 2020\*\*

59%

of Expert Medical Opinion  
cases identified a change  
in diagnosis\*

81%

of diabetes coaching  
sessions were initiated  
within minutes by an  
extremely low or high blood  
sugar reading\*\*\*

87%

of enrolled employees used  
their blood pressure device in  
the past 30 days\*\*\*

16-18

weigh-ins, on average, on  
cellular-connected scales  
each month\*\*\*

\*Teladoc Health data January-December, 2020    \*\*Teladoc Health data June 2019 to June 2020  
\*\*\* Livongo data November-December, 2020

**LEARN MORE:** [TeladocHealth.com](https://TeladocHealth.com) | [engage@teladocohealth.com](mailto:engage@teladocohealth.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.

**Teladoc**  
HEALTH