Teladoc HEALTH

CLIENT SUCCESS STORY

Partnering with a best-in-class employer to empower a happier, healthier workforce

DTE

INDUSTRY: Utilities

EMPLOYEES: 10,000+

TELADOC HEALTH PRODUCTS: Chronic Condition Management Plus (Diabetes Management, Diabetes Prevention, Hypertension, Weight Management* and Behavioral Health*)

> As DTE works to become a best-in-class health and well-being supportive employer, adding a solution to address chronic conditions was a must. Teladoc Health made the decision easy by offering solutions that address the whole person.
>
> **Michael Cooper, Director of Compensation, Benefits and Wellness at DTE Energy**

*Available to members with diabetes, hypertension or prediabetes

DTE Energy (NYSE:DTE) is committed to building a sustainable culture of health and well-being for its workforce and their families. To that end, this best-practice employer has developed a strategic roadmap including corporate governance, a sophisticated marketing communications plan, and a state-of-the-art data warehouse.

The enterprise also established population health programs aimed at reducing health risks and keeping well people well, connecting people with acute illness to care, and supporting those who struggle with complex medical issues and chronic conditions. In fact, DTE was among the first employers to recognize the potential of Teladoc Health's Chronic Condition Management Plus solution—which includes integrated support for diabetes, hypertension and prediabetes. Today, these programs are helping better address populations at risk for these conditions with a powerful combination of technology, patient support and educational content.

Striving for high engagement

Working closely with DTE, Teladoc Health leveraged engagement marketing efforts with the communication channels already in place. This included DTE's wellness platform, e-mail announcements, home mailings, on-site wellness coordinators, well-being champion volunteers, workplace health centers and an array of other health and well-being vendor partners, and a corporate health and well-being governance committee led by DTE's Chief Financial Officer.

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CREATING A PROGRAM DASHBOARD

The DTE Health & Well-being team aims to implement all activities and programming with the same business rigor of other areas of the company. All its programs are metric-driven with results compared to best practices, not just book-of-business averages.

Using this philosophy, DTE and Teladoc Health created a dashboard to assess the performance of the Chronic Condition Management Plus program. The dashboard includes 20 metrics measuring clinical improvement, member engagement and satisfaction, and cost savings.

Analyzing results & driving continuous improvement

A year into the program, 15 of the 20 measures are performing at best-practice level and DTE can easily track the program's success. Teladoc Health's evidence-based approach to chronic condition management helps makes this reporting possible.

Meanwhile, the dashboard offers key insights as the company develops its longer-term strategy. For example, the dashboard highlights opportunities to optimize how the hypertension and prediabetes programs are used and promoted at DTE, ensuring each program reaches the high standard set by the diabetes program.

The power of this partnership points to continued success in the coming year, with the expectation that all metrics achieve benchmark levels, empowering all employees to live their happiest and healthiest lives.

> "Our experience with Teladoc Health has been great—in fact, we use it as a benchmark to assess our partnerships with other vendors.
>
> **Dr. Raymond Fabius, DTE Energy's Population Health Expert**

98%+	81%	1.02%	2.8%
ACTIVATION ACROSS ALL PROGRAMS[1]	MAINTAINED OR IMPROVED BLOOD PRESSURE[1]	AVERAGE REDUCTION IN A1C*	AVERAGE WEIGHT LOSS[1]

*Among uncontrolled members who have been enrolled for at least 6 months
[1]Teladoc Health Business Review for DTE Energy with Member outcome data through February 28, 2022

LEARN MORE: TeladocHealth.com | engage@teladochealth.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.

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