



## SUCCESS STORY

# Creating a healthier workplace from within



**Industry:** Employer

**Employees:** 4,000+

**Solution:** Employees have access to a range of virtual services:

- Primary care
- Urgent care
- Mental health support
- Nutritional coaching
- Dermatology
- Chronic care management
- Expert medical advice
- ... and more

## Summary

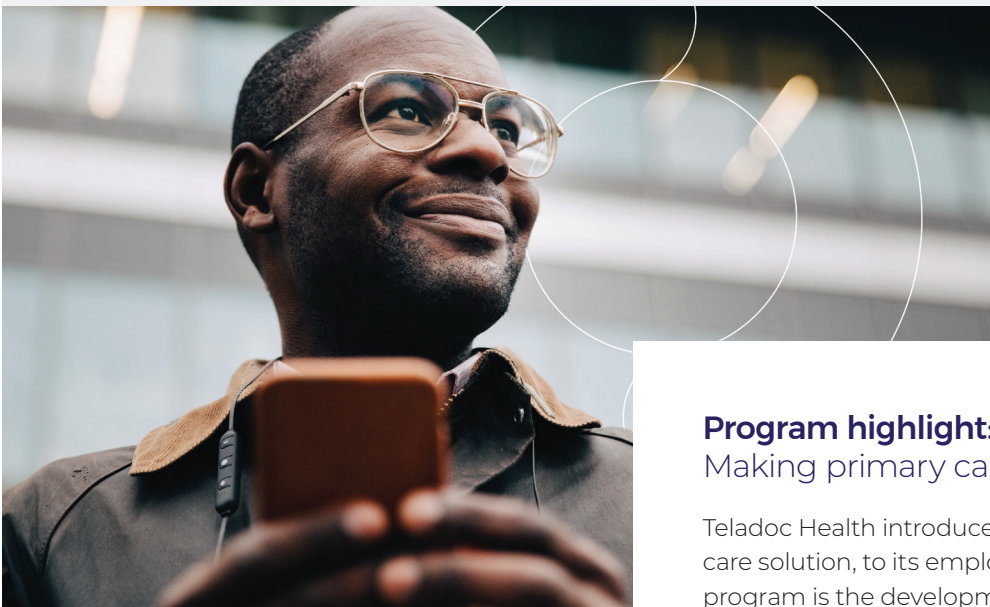
As the global leader in whole-person virtual care, Teladoc Health is committed to improving the health and well-being of people around the world.

Teladoc Health also extends this commitment to its own employees, by providing robust and innovative benefits to support their physical, mental, financial, family and social well-being. Teladoc Health likewise recognizes the value of a competitive program that increases employee work-life balance, productivity, satisfaction and retention, and with Primary360, Teladoc Health is furthering this value by reimagining primary care by creating a virtual solution employees love.

## Virtual-first benefits

Current and potential employees have become accustomed to easy, virtual access to a wide range of services. For its own employees, Teladoc Health leverages a virtual-first approach to healthcare, emphasizing access to a full spectrum of services as the “front door” to the healthcare system. By providing guided navigation, with a foundation in high-quality clinical care that integrates with the rest of the healthcare ecosystem, the company delivers unprecedented convenience in an increasingly consumer-centric healthcare environment.

In addition, virtual care allows both Teladoc Health and its employees to benefit from reduced costs across the care continuum. While a staple of the benefits package offered by Teladoc Health well before COVID-19, the availability of virtual care positioned the company to immediately help employees navigate the restrictions and stress brought on by the pandemic to manage their health more effectively. A focus on virtual-first and whole-person care has become seamlessly integrated within the company's overarching benefits offering, from Primary360 to mental health support to chronic condition management and more.



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Human resource leaders are constantly seeking innovative approaches to effectively balance the cost of comprehensive medical benefits while supporting the well-being of their employees and their families. We have found that a virtual-first approach both addresses this challenge beautifully and demonstrates our commitment to taking care of our employees.

**Arnon Geshuri, Chief People Officer, Teladoc Health**

### Program highlight:

#### Making primary care the first priority

Teladoc Health introduced Primary360, its virtual primary care solution, to its employees in 2020. A key aspect of the program is the development of a continuous, longitudinal relationship with one's care team, led by a personally selected primary care physician (PCP). A new patient visit with Primary360 typically lasts more than 50 minutes,<sup>1</sup> allowing time for the physician and employee to get to know one another, and to understand medical histories and any health concerns or goals. This strong start helps PCPs and employees develop the ongoing and trusting relationships vital to long-term health and wellness.

Susan Sackrider, Director of Benefits at Teladoc Health, saw an overwhelmingly positive response, sharing that employees frequently remark how impressed they are with the thorough and personalized care they receive via Teladoc Health physicians. She notes, “This aspect of their experience greatly exceeded expectations and they have been very appreciative that a virtual visit offers an enhanced and more thorough level of interaction.”





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Employees are excited when they realize they can see a doctor on their own terms, at their own convenience, from their own homes. We have employees at different stages of their professional and personal lives and offering a program that meets people where they are contributes positively to employee engagement and satisfaction.

**Meena Narayanan, VP, People and Culture, Teladoc Health**

### **Approach:** Engagement through awareness

To achieve and maintain high levels of adoption and success, ongoing and comprehensive awareness programs are critical. Without regular reminders, employees may revert to familiar habits in seeking healthcare (i.e., unnecessary ER visits) rather than taking advantage of the more convenient and cost-effective virtual option. As a result, Teladoc Health encourages employees and their dependents to take advantage of virtual care via all established company benefits channels: onboarding, open houses, webinars and outreach communications, benefits guides and open enrollment, to name a few. “We also make an effort to highlight different services whenever we can,” explains Sackrider, “so employees are aware of the breadth of virtual care they can access. Mental health was a priority last year and as we look ahead, we will provide encouragement for employees to leverage virtual nutrition support, as well as our growing primary care program.” Our solutions also use AI and data-based insights to nudge healthy behaviors.

She adds that creating a one-on-one “buzz” is also helpful, and that the Human Resources team talks about virtual-first offerings when discussing benefits with employees. Sackrider says the Teladoc Health workforce is especially appreciative and excited to learn about the free access to virtual visits, which helps reduce their out-of-pocket costs.

### **Results**

Teladoc Health corporate and HR leadership has seen an enthusiastic uptake of its virtual-first approach. Efforts invested in designing an employee-centric, whole-person program have driven acceptance and utilization, while the quality of care and professionalism of Teladoc Health’s physician network has accelerated adoption.



## Primary care-driven outcomes<sup>1</sup>

28%

OF THOSE WITH HYPERTENSION  
WERE NEWLY DIAGNOSED

25%

OF THOSE WITH DIABETES WERE  
NEWLY DIAGNOSED

46%

OF FOLLOW-UP VISITS WERE  
FOR CHRONIC CONDITION  
MANAGEMENT

20%

OF VISITS RESULTED IN A REFERRAL  
TO AN IN-PERSON, IN-NETWORK  
PROVIDER (ON PAR WITH THE  
INDUSTRY AVERAGE OF 23%)

53%

OF PARTICIPANTS HAVE USED  
AT LEAST ONE OTHER TELADOC  
SERVICE

98%

MEMBER SATISFACTION

## Virtual-first-driven outcomes<sup>2</sup>

79%

OF EMPLOYEES LEVERAGING  
VIRTUAL CARE ACCESSED  
GENERAL MEDICAL SERVICES

23%

OF EMPLOYEES LEVERAGING  
VIRTUAL CARE ACCESSED MENTAL  
HEALTH SERVICES

43%

OF EMPLOYEES LEVERAGING  
VIRTUAL CARE REPORTED  
MULTIPLE VISITS

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Teladoc Health is creating the future of healthcare globally and I am proud we can offer such a robust portfolio of solutions to support our employees and their families all over the world. Changing trends in employee expectations regarding how care is delivered has taught us that we need flexibility, accessibility, and the ability to manage costs. Teladoc Health is leading the way in this approach and fulfilling its mission to truly transform the healthcare experience for everyone.

**Arnon Geshuri, Chief People Officer,  
Teladoc Health**

<sup>1</sup> Internal TDH data between Feb. 28, 2020, and March 1, 2021

<sup>2</sup> Internal TDH data from 2021

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

