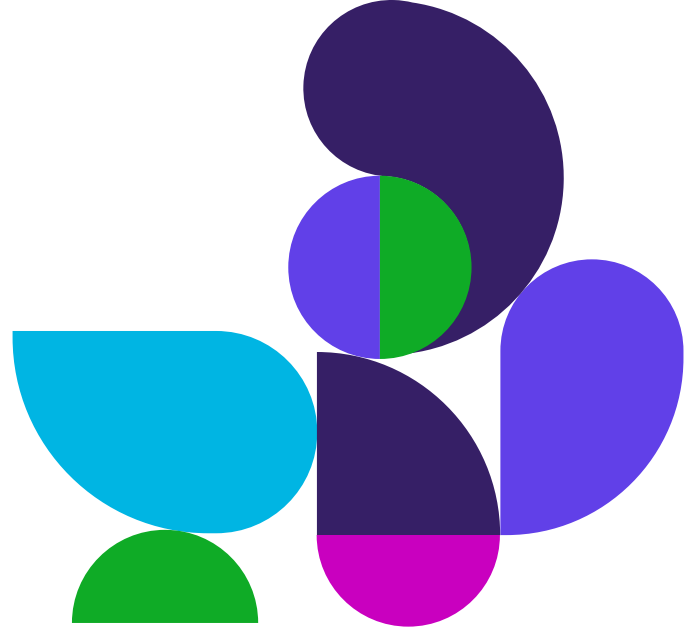


CLIENT TESTIMONIAL

Expanding a virtual care partnership to accelerate cost savings and boost employee health



The partnership at a glance

Patient Physician Cooperatives (PPC) is a comprehensive healthcare system that provides inclusive benefits to its employees. As part of its proactive benefits strategy to help prevent costly health conditions, PPC partnered with Teladoc Health to provide integrated virtual care solutions. Starting with General Medical, Mental Health, Dermatology and Nutrition, PPC soon expanded its offerings to include Teladoc Health's primary care solution, Primary360, to better serve its employee population. We sat down with PPC's benefit leaders to discuss and find out how the partnership is generating more engagement, lower costs and better outcomes for their employees.

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You are truly bettering the healthcare community. Healthcare should be transparent and easy, and Teladoc Health makes that a reality.”

- Kevin McCormick, Operations Manager at Patient Physicians Cooperatives

Why did you decide to partner with Teladoc Health?

When selecting the right virtual care partner, we knew that expansion opportunities to meet our employees' needs in the future would be a key factor. Teladoc Health offered a wide range of services that could flex to those needs.

By partnering with Teladoc Health, we could offer our employees a comprehensive suite of virtual care services that helps improve their health outcomes and reduce costs for our employees and our organization. We also appreciated that Teladoc Health had a network of licensed and board-certified healthcare providers who can deliver the highest quality of care to ensure our employees are receiving the best possible care.

Finally, convenience was also crucial. We wanted to ensure the services were available 24/7 to make it easy for employees who may have difficulty scheduling appointments during regular business hours due to their busy lives.

What were some key challenges that partnering with Teladoc Health helped you solve?

This partnership has exceeded our expectations around three of our top challenges:

Absenteeism. We needed a platform that would allow people the convenience of getting care from home with minimal disruption to their lives. By providing our employees with convenient access to care through Teladoc Health services, we were able to reduce absenteeism and improve overall productivity.

Connections to primary care. We're very aware of the impact unaddressed conditions can have on long-term health. Taken in conjunction with the growing provider shortage, ensuring that our employees could get access to primary care through Primary360 was paramount. It's been an enormous benefit.

Mental health. Mental health is critical during the best of times. And with it being so difficult to access during the pandemic, having a way to get mental health support through Primary360 was a game changer. Our employees' mental health continues to be a top priority for PPC leadership, so we're happy to ensure they can continue to get the support they need.

90%

OF U.S. HEALTHCARE COSTS ARE SPENT ON CHRONIC CONDITIONS¹

1.5%

AVERAGE ADDITIONAL WEIGHT LOSS AMONG TELADOC HEALTH MEMBERS ALSO ENROLLED IN BOTH CHRONIC CONDITION MANAGEMENT AND MENTAL HEALTH²

What does providing whole-person care mean to you?

Whole-person care informs everything we do on the benefits side, as we think about the care we provide to members as well as our own employees. We believe that it can improve health outcomes, reduce costs and increase overall employee satisfaction. With a whole-person virtual care mindset, we can:

- Provide a service that ensures access and equitable care for all
- Help employees better manage their chronic conditions and reduce the likelihood of associated emergency visits and complications
- Address mental health concerns and improve overall well-being
- Improve overall job satisfaction by giving employees the resources to manage stress levels

Why did you choose to expand your offerings to include Primary360?

Virtual primary care plays a critical role in improving employee health outcomes. By providing access to healthcare services that may otherwise be unavailable, our employees can receive timely care, leading to better health outcomes and ultimately increasing productivity.

At the end of the day, our employees are always top of mind, and we're committed to employee health and wellness, which we believe can improve overall employee satisfaction and morale. If our employees aren't healthy, they won't be able to deliver the best care possible for members.



How is mental healthcare supporting your employees?

The mental health service provides convenient and effective mental healthcare options for our employees. We now feel like we can properly help them better manage their mental health conditions and improve overall well-being.

We've already seen a high utilization rate for mental health with a direct correlation to higher productivity. The solution has made it easier for employees to step out for 15 minutes for mental health concerns and get the help they need quickly.

One of the most significant barriers to accessing healthcare services is geography. With Teladoc Health, our employees can consult with care providers regardless of their location.

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Through Primary360, we found members with previously undiagnosed high blood pressure and also uncovered some serious mental health risks, so referrals were made to the mental health program ensuring they'd get the help they needed.”

- Ashley Smith, Member Services Director at Patient Physicians Cooperatives

What strategies do you have in place to optimize enrollment and engagement?

Our strategies include education and training, targeted communications and incentives. We really encourage our employees to use their services, even those who might be skeptical of using virtual care due to lack of trust in quality of care or technology concerns.

A member from the team proactively reaches out to each individual employee to go over their needs and benefits, along with any concerns they may have around the technology or quality of care. If we know there's a need for mental healthcare, for example, we'll encourage them to try Primary360. While being proactive is important, we do understand there are times when we will need to be reactive based on the employee's health situation, which is why we also encourage all employees to enroll in Primary360.

It's also been imperative to have the help and support from Teladoc Health marketing. Through this, we've been able to reach more people with the personalized care they need most, when they need it.

How has the partnership reduced costs for your organization?

Teladoc Health plays a critical role in reducing our overall healthcare costs, particularly for vulnerable populations. For example, when chronic conditions such as diabetes go undiagnosed, they end up costing exponentially more to treat down the line. With virtual primary care, we're able to catch those conditions earlier and treat them more cost-effectively.

By providing a more efficient way to deliver healthcare services, we were able to reduce the need for costly hospitalizations and emergency room visits. The cost savings we were seeing with General Medical, Mental Health, Dermatology and Nutrition made the choice to expand our offerings to include Primary360 an easy one due to its value. As we thought strategically about adding it to our benefits offering, we realized the savings we'd achieve through primary care would greatly outweigh any other costs.



How do you see the partnership evolving?

We are extremely grateful for PPC's partnership with Teladoc Health and the positive impact it's had on our community. From our initial offering of General Medical all the way to Primary360, we couldn't be more pleased with our choice to expand due to the positive results we're seeing.

We're noticing a growing number of employees with diabetes, so as part of our ongoing efforts to provide easy and accessible healthcare that meets the needs of an even larger population, we have recently expanded our offerings to include Chronic Condition Management solutions. This expansion ensures that we can effectively address the healthcare requirements of individuals with chronic conditions and provide them with comprehensive support.

Key Patient Physician Cooperatives results³

25%

PRIMARY CARE UTILIZATION

54%

OF MEMBERS WOULD HAVE GONE WITHOUT MENTAL HEALTH TREATMENT IF TELADOC HEALTH SERVICES WERE NOT AVAILABLE

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With Teladoc Health, our employees can get the care they need. Our goal is to reduce disparities within our organization and ensure everyone can access and use the care they need.”

- Kevin McCormick, Operations Manager at Patient Physicians Cooperatives

60%

OF PARTICIPANTS HAD MORE THAN ONE VISIT

66%

OF PARTICIPANTS WHO PARTICIPATED IN PRIMARY360 IN 2022 DID NOT HAVE A PRIOR PRIMARY CARE PHYSICIAN

³Centers for Disease Control and Prevention, Health and Economic Costs of Chronic Diseases ²Data on file (DS-8467)

⁴Teladoc Health Utilization report data for Patient Physician Cooperative through 12/31/2022

The testimonials, opinions and statements reflect one customer's personal experience with Teladoc Health. Results and experiences may vary from customer to customer and will be unique to each customer. The testimonials are voluntarily provided and are not paid.

LEARN MORE: [TeladocHealth.com](https://www.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.

Teladoc
HEALTH