



## CLIENT SUCCESS STORY

# A clearer view into identifying and managing chronic conditions



### SAMPLE POPULATION

Sixteen large, diverse U.S. employers offer VSP vision benefits and Teladoc Health Chronic Conditions Management Plus programs to their employees, covering 390,000 lives through their medical plans.

### ABOUT VSP

VSP is the only national non-profit vision benefits company, providing access to eye care for nearly 90 million members through a network of more than 40,000 doctors worldwide.

**Learn more at [vsp.com](https://vsp.com)**

## Summary

VSP® Vision Care and Teladoc Health support mutual members by reducing gaps in eye care, increasing enrollment in health management programs and lowering healthcare costs.

## Challenge

### Late detection of diabetes may result in eye disease

There is a strong link between eye health and diabetes. The Centers for Disease Control and Prevention (CDC) reports that about one-third of adults over the age of 40 with diabetes have retinopathy (an eye disease that is often the result of diabetes or hypertension) and 90% of blindness caused by diabetes is preventable.<sup>1,2</sup> Meanwhile, VSP has found that approximately a third of the time, diabetes and hypertension are first identified in patients by its network doctors.

## Solution

### Combining data to identify members who can benefit from comprehensive care

Employers that offer both the VSP vision benefits and our Livongo chronic condition management programs to their employees are driving maximum value from this partnership. VSP data combines with medical and pharmacy claims data, allowing Teladoc Health to identify potential employees eligible for its chronic condition management programs. Meanwhile, Teladoc Health can help VSP identify additional mutual members living with chronic conditions who could benefit from VSP's eye exam outreach efforts.



This first-of-its-kind partnership also helps clients improve gaps in care that drive improved preventive care compliance. For example, VSP identifies eligible members of Teladoc Health's Livongo program who have not had an eye exam in the past 14-plus months. Based on this data feed, members receive a proactive reminder through their Livongo for Diabetes-connected glucometer, followed by a personalized email with more details, including a link where members can find a VSP doctor and schedule an eye exam.

## Results

Increased the number of employees eligible for chronic condition management programs

12%

MUTUAL MEMBERS WITH DIABETES  
IDENTIFIED BY VSP PREVIOUSLY  
UNKNOWN TO TELADOC HEALTH<sup>3</sup>

Increased the number of employees  
eligible for VSP's eye exam outreach efforts

34%

MUTUAL MEMBERS WITH HYPERTENSION  
IDENTIFIED BY VSP PREVIOUSLY  
UNKNOWN TO TELADOC HEALTH<sup>4</sup>

Increased preventive eye care for  
better health

62%

MUTUAL MEMBERS WITH DIABETES  
IDENTIFIED BY TELADOC HEALTH  
PREVIOUSLY UNKNOWN TO VSP<sup>5</sup>

14%-26%

MUTUAL MEMBERS VISITED A VSP  
DOCTOR TO RECEIVE AN EYE EXAM<sup>6</sup>

This partnership also helps reduce medical costs. One large employer participating in this partnership found 180 new members eligible for Teladoc Health's Livongo program, which could result in \$100,000 in annual incremental savings. Building on this initial success, the program has now been rolled out to dozens more organizations across the country.

## Join the program that is benefiting dozens of organizations

### Clients receive:

- Livongo programs that deliver an average 3.4x Year 1 ROI
- Experienced account management and reporting

### Members receive:

- Personalized messages to drive healthier behaviors
- Access to certified diabetes care and education specialists, health coaches and mental health specialists

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At Honda, we believe the relationship we have with Teladoc Health and VSP will only be further enhanced by their new partnership, which will provide our associates with personalized and timely outreach to manage chronic conditions. Our goal is to 'Create a healthy culture that inspires, motivates and supports actions toward optimal well-being for our most important resource, our associates and their families.' This partnership will advance that goal.

Honda North America's  
Benefits Team

**Reach out to your VSP or Teladoc  
Health contact to get started**

<sup>1</sup>CDC <https://www.cdc.gov/visionhealth/pdf/factsheet.pdf>

<sup>2</sup>CDC <https://www.cdc.gov/features/healthyvision/index.html>

<sup>3</sup>These percentages cover members identified by VSP and Teladoc Health from the total members with diabetes from all client data sources as of Dec. 2019.

<sup>4</sup>This percentage is based on member data sent to VSP from clients that have signed a data-sharing agreement as of Dec. 2019.

<sup>5</sup>These percentages cover members identified by VSP and Teladoc Health from the total members with diabetes from all client data sources as of Dec. 2019.

<sup>6</sup>Based on results from a gaps-in-care campaign conducted 6/25/19-7/25/19.

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

**About Teladoc Health:** Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

