

# The value of virtual care for Medicaid

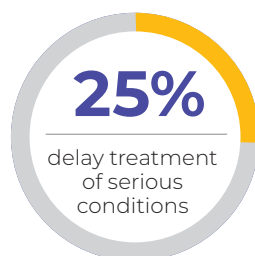
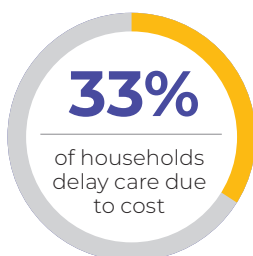


## Medicaid members are less likely to get the care they need due to cost.

An estimated 33% of Americans delay medical treatment because of cost.<sup>1</sup> And for many Medicaid members, restricted income, lack of transportation options, and limited mobility make accessing high-quality healthcare even more challenging. Yet left untreated, these patients risk far more than a substantial medical bill.

By breaking down barriers to access, virtual care has become the new front door to the healthcare system for Medicaid members and helps drive costs down for Medicaid plans.

## Delaying medical treatment due to cost<sup>1</sup>



**50% increase  
since 2001**

## Trusted virtual care

Unsurpassed volume

**+9M**

cumulative visits since public  
offering debut in 2015

Experience

**Since 2002**

Teladoc Health has been  
delivering virtual care

Robust physician network

**50K+**

medical experts across  
450+ specialties including  
a substantial and growing  
number of Medicare and  
Medicaid providers

“We view virtual care as important to member convenience. It helps us address many of the social determinants of health-related barriers to care.”

**CEO, Medicaid plan & respondent to the 2019 AHIP Virtual Care Survey of Health Plans**

Teladoc Health Medicaid members have 24/7 access to doctors by phone or video.

“My child had a bad infection. Within five minutes I was connected with a doctor and minutes after the visit ended, I had a call from my pharmacy.” **Medicaid member**



Winning member experience  
**J.D. Power**

“Highest Telehealth Satisfaction with Direct to Consumer Providers” and ranked “Best in Customer Service” in 2019.

## Virtual care as a strategic imperative for Medicaid plans is increasing. Here's why:<sup>2</sup>

1. Increases access to high-quality, lower-cost care for more members
2. Helps reduce the use of unnecessary, wasteful, and often expensive care
3. Can be used to route members to the right care
4. Improves access to physicians within an extended network
5. Breaks down barriers—serving as an entry point to care
6. Overcomes transportation issues
7. Members are asking for it
8. Used to meet HEDIS Measures, including member experience metrics

## What we've learned about a portion of the Medicaid population in one U.S. state—22% of the 420,000 lives we report on today, or 92,600 members:<sup>3</sup>

2.6%

of Medicaid members drive 47.4% of the use of high-cost care settings

44.4%

have comorbid conditions

16%

have a diagnosis of mental illness

41%

have not seen a primary care physician in the past year—5% of whom have had more than one ER visit in that time

<sup>1</sup>Saad, Lydia. 2019. “More Americans Delaying Medical Treatment Due to Cost.” Gallup, December 9, 2019. <https://news.gallup.com/poll/269138/americans-delaying-medical-treatment-due-cost.aspx>.

<sup>2</sup>2019 AHIP Virtual Care Survey of Health Plans, sponsored by Teladoc Health under AHIP's Sponsored Research Program.

<sup>3</sup>Teladoc Health data.

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### 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.

**Teladoc**  
HEALTH