Respondents included 2,253 U.S. consumers surveyed online

- 1,075 respondents experienced a mental health concern during the COVID-19 pandemic and sought support
- 976 respondents experienced a mental health concern during the COVID-19 pandemic and did not seek support
- 202 respondents: No mental health concerns during the COVID-19 pandemic

Respondents were employed full or part-time and had a group plan through their employer

Survey conducted on behalf of Teladoc Health by TRC Market Research
Timing: April 8 – April 20, 2021
Mental health support seekers give nearly identical high ratings to their virtual and in-person mental health care experiences.

**Mental Health Service Experiences**
(among those with mental health concern(s) who sought support)

**In-person** visits with a mental health professional:
- Good: 17%
- Poor/fair: 6%
- Very good/excellent: 77%

**Virtual** visits with a mental health professional:
- Good: 18%
- Poor/fair: 7%
- Very good/excellent: 76%

Q: How would you rate your experiences with these mental health services? (licensed mental health professional)

Percentages may not total 100 due to rounding.

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8 in 10 mental health support seekers are comfortable using mental health resources offered through their employer.

**Level of agreement**
(among those with mental health concern(s) who sought support)

“I am comfortable using mental health resources through my employer sponsored benefits plan”

- **Agree**: 81%
- **Neither**: 13%
- **Disagree**: 7%

Q: How much do you agree with the following statements? Percentages may not total 100 due to rounding.
Ninety-two percent of virtual mental health support seekers report at least some improvement during the pandemic, with over a third reporting a “breakthrough.”

**Mental Health Service Outcomes**
(among those with mental health concern(s) who sought support)

- **39.5%** Significant improvement/breakthrough(s)
- **52.5%** Some improvement
- **8%** No impact

Q: How did the service(s) you used during the COVID-19 Pandemic affect your mental health? (virtual visits with a licensed mental health professional)
Most mental health support seekers prefer a single unified experience for self-management of mental and physical health.

App Preferences for Self-Management of Physical and Mental Health
(among those with mental health concern(s) who sought support)

- 78% Prefer single app for both
- 14% Indifferent
- 8% Prefer a separate app for each

Q: Please slide the marker below to indicate your preference. I would prefer a (single or separate) mobile app for self-management of both physical and mental health.
Many people aren't sure how to access the right care for their needs

Q: How much do you agree with the following statements?

Level of Agreement
(among those with mental health concern(s) who sought support)

I think it would be difficult/overwhelming to use multiple websites/mobile apps/virtual care platforms to address my mental health

- Agree: 69%
- Disagree: 17%
- Neither: 15%

It's hard to know where to start to get care for my mental health concerns

- Agree: 61%
- Disagree: 23%
- Neither: 16%

I know I have a mental health concern, but I am not sure what my actual diagnosis would be

- Agree: 56%
- Disagree: 29%
- Neither: 14%

Q: How much do you agree with the following statements?
Virtual care support seekers continue to engage in ongoing therapy

**Mental Health Service Usage & Frequency During COVID-19 Pandemic**
( among those with mental health concern(s) who sought support)

- Less often than every 2-3 months/as needed: 6%
- Every 2-3 months: 12%
- Every 2-3 weeks/once a month: 35%
- Weekly+: 47%

**The impact of repeat visits**
Based on Teladoc Health mental health data:
- 75% of members with anxiety reported improvement after the fourth visit
- 76% of members with depression reported improvement after the third visit

Q: What mental health services did you use during the Covid-19 Pandemic? (Base: Support seekers 1,075) – of which 54% reported virtual visits with a mental health professional
Q: During the COVID-19 pandemic, how often were you using mental health services?