



Mental health survey

Executive Summary

May 2021



Methodology

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

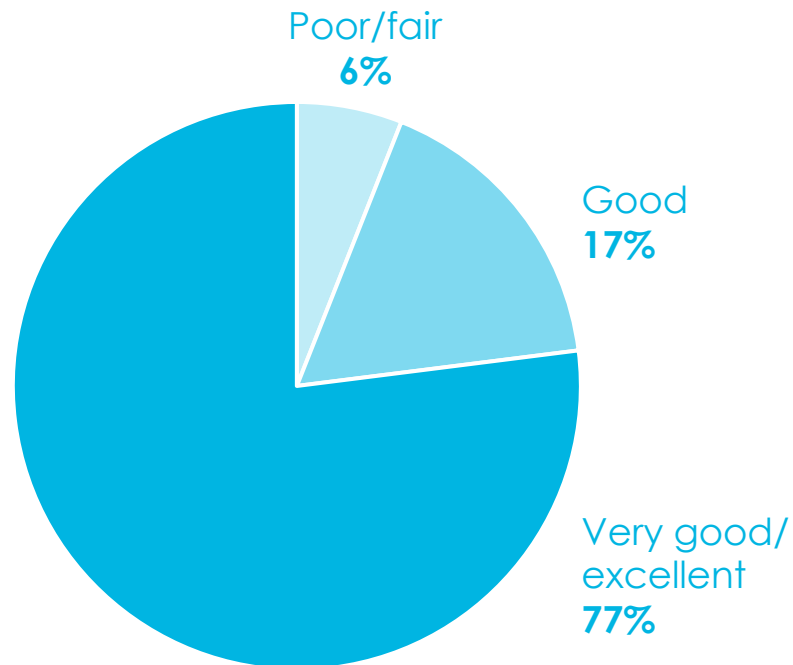


Mental health support seekers give nearly identical high ratings to their virtual and in-person mental health care experiences

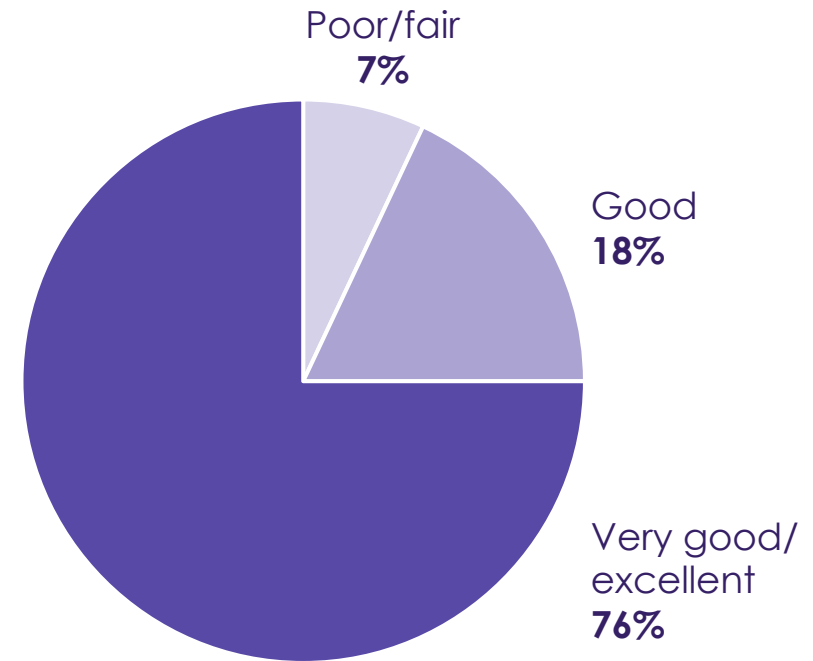
Mental Health Service Experiences

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

In-person visits with a
mental health professional



Virtual visits with a
mental health professional



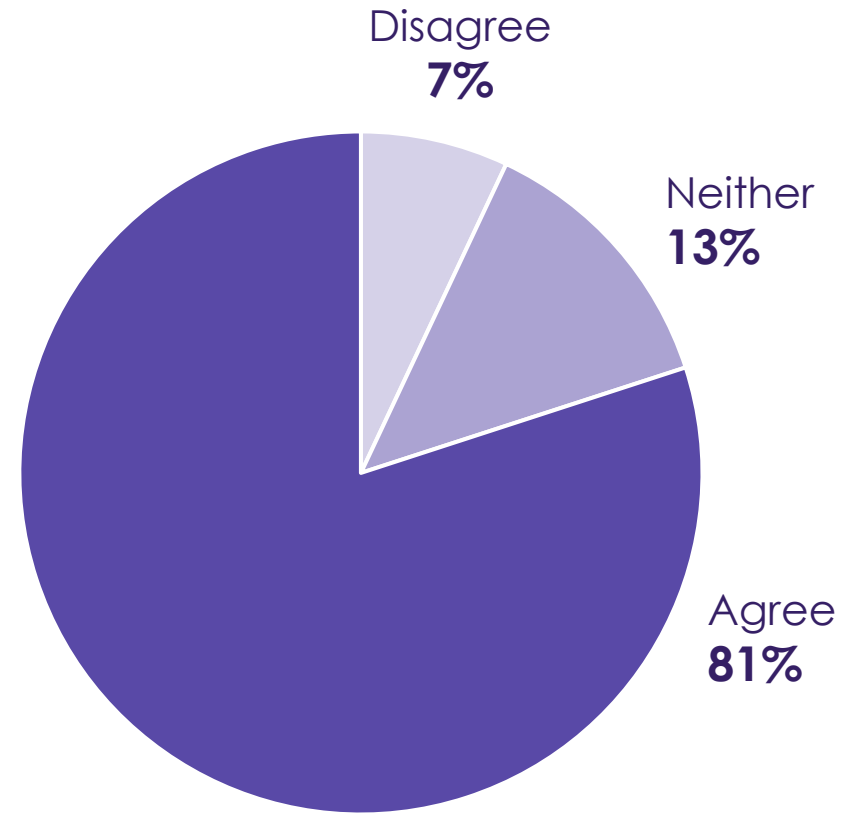
Q How would you rate your experiences with these mental health services?
(licensed mental health professional)
Percentages may not total 100 due to rounding

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

Level of agreement

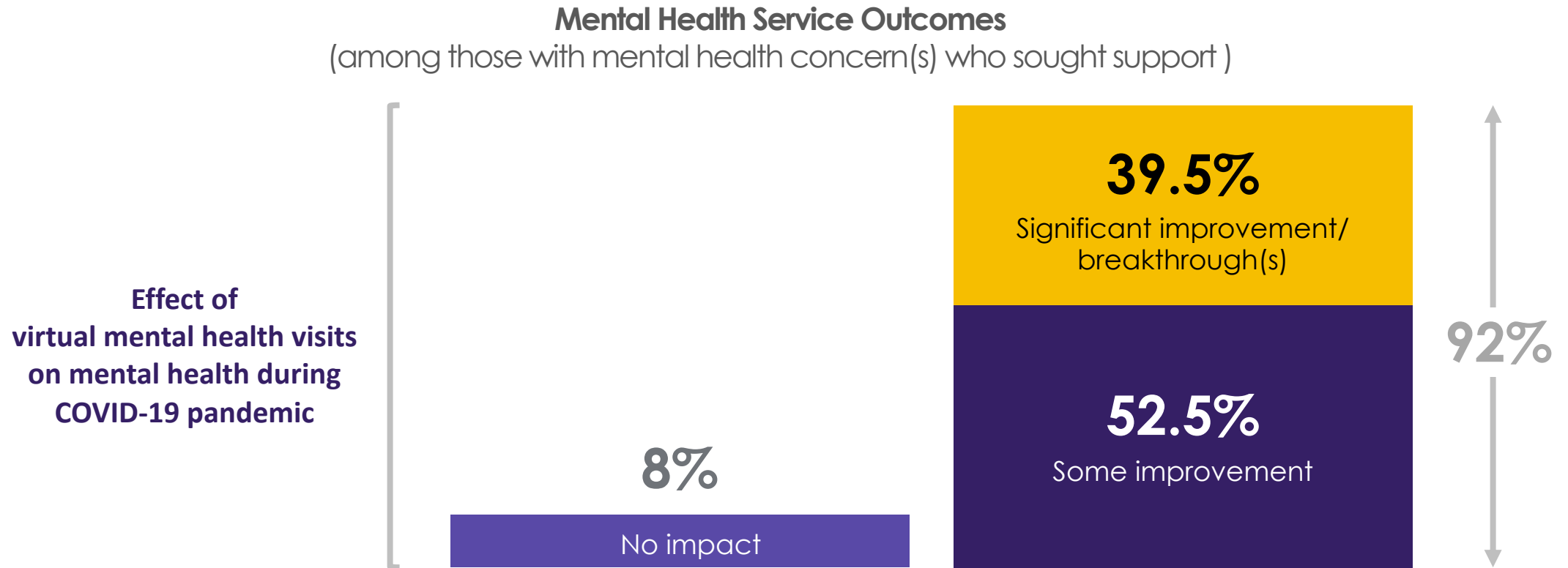
(among those with mental health concern(s) who sought support)

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



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”

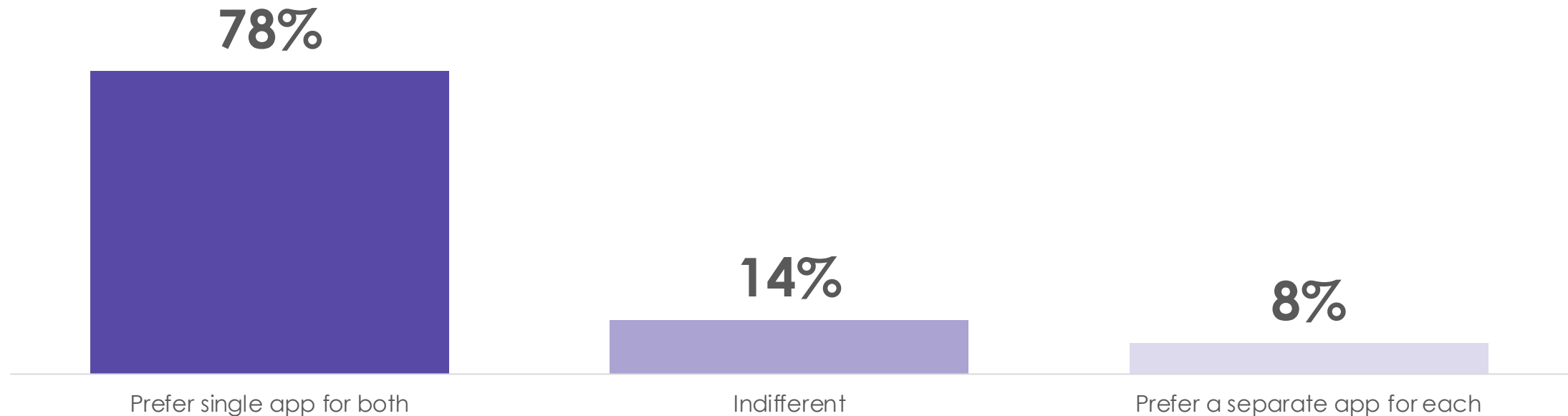


Q: How did the service(s) you used during the COVID-19 Pandemic affect your mental health?
(virtual visits with a licensed mental health professional)

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)



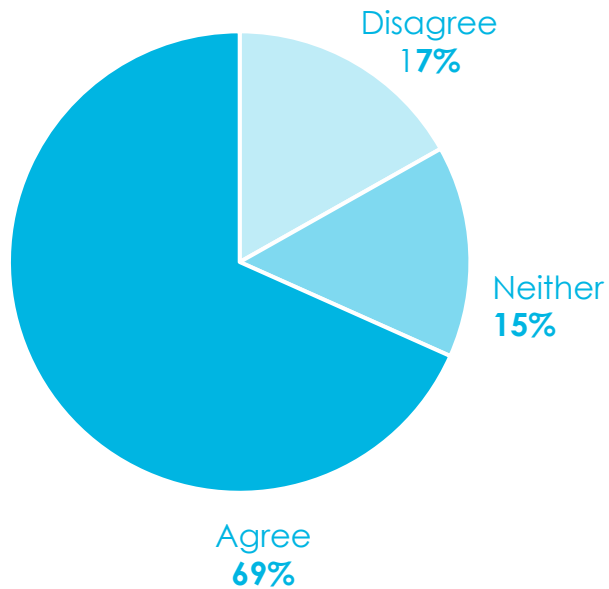
Q: Please slide the marker below to indicate your preference. I would prefer a **(single or separate)** mobile app for self-management of **both** physical and mental health.

Many people aren't sure how to access the right care for their needs

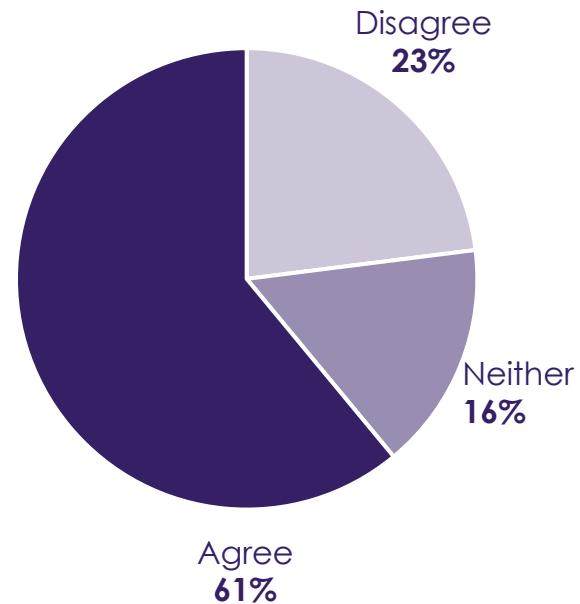
Level of Agreement

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

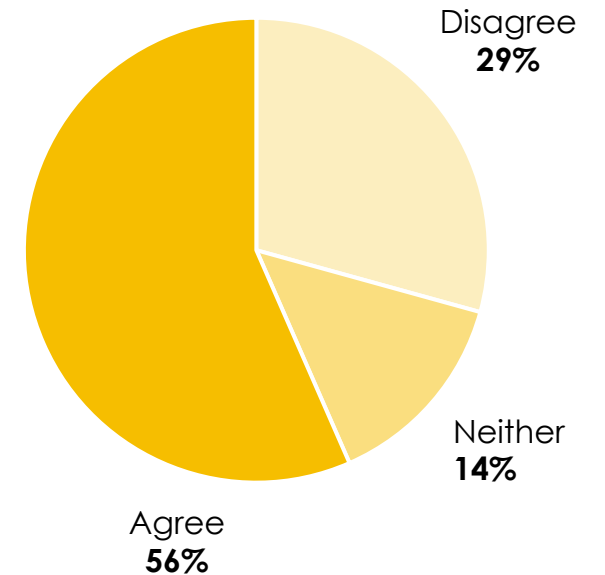
I think it would be difficult/overwhelming to use multiple websites/mobile apps/virtual care platforms to address my mental health



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



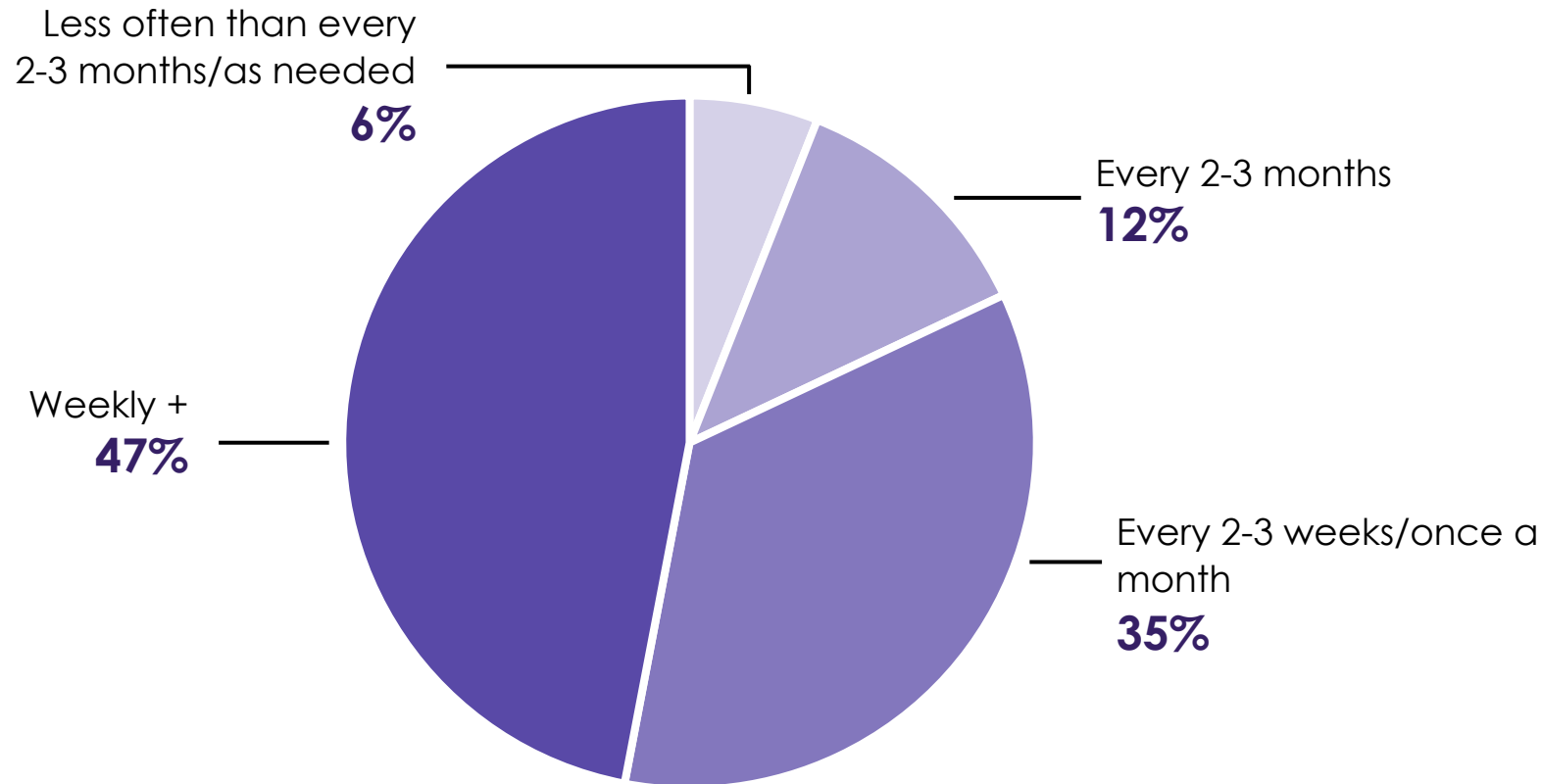
I know I have a mental health concern, but I am not sure what my actual diagnosis would be



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)



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?



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