



CLIENT SUCCESS STORY

Delivering the right mental health support at the right time



INDUSTRY: Insurance

EMPLOYEES: 2,800

TELADOC HEALTH PRODUCT:
Mental Health Disability Management (Onward)

ONWARD AVERAGE CLAIM DURATION REDUCTION:
4-5 months

Overview

In 2016, RBC Insurance partnered with Teladoc Health (then Best Doctors) to introduce Mental Health Disability Management (Onward) through its individual and group disability plans to help people with depression, anxiety and other mental health concerns get healthy, productive and back to work sooner. Now in its fourth year, the program is showing significant results.



Mental illness affects people of all ages, education levels, income levels and cultures. With the right support, Canadians can better deal with these illnesses—and move onward.

Ken Bowman,
Vice President, Claims
RBC Insurance

Challenge

Mental health challenges are the leading cause of long-term disability claims in Canada, with 1 in 5 Canadians experiencing a mental health issue in any given year. Furthermore, RBC Insurance reports that close to 40% of its clients who have a group or individual disability claim are dealing with some type of mental health issue. Before partnering with Teladoc Health, individuals seeking mental healthcare waited 145 days, on average, to visit a psychiatrist and 120 days to visit a psychologist.



By year four of offering the Onward program, RBC Insurance reduced the average wait to see a psychiatrist or psychologist to **less than 11 days**.

\$51 BILLION
ESTIMATED ANNUAL ECONOMIC IMPACT OF MENTAL ILLNESS IN CANADA

Approach

Selection and intake

- Expert case management teams evaluate members' needs
- Client advocates begin assessment and conduct diagnostic testing
- Clinical team reviews cases and develops treatment plans

Therapy

- Psychotherapy interventions with a registered psychologist
- Secure, purpose-built mobile platform

Results

In Canada, mental health issues present challenges for millions of individuals as well as a significant impact on businesses with employees who are unable to work. By partnering with Teladoc Health to offer virtual mental health services through its individual and group disability plans, RBC Insurance has reduced the average time for an individual to see a therapist by more than 90%, helping Canadians get the care they need and get back to work faster.

Results from October 2019-September 2020



Reduced average wait to see a psychologist from 120 days to 10.6 days



Reduced average wait to see a psychiatrist from 145 days to 10.7 days

76%
HAD A CHANGED
DIAGNOSIS

76%
HAD A CHANGED
TREATMENT

88%
HAD MEDICATION
CHANGED

Results since program inception

62%
OF MENTAL HEALTH
PATIENTS HAVE BEEN ABLE
TO RETURN TO WORK

4-5
MONTHS
Reduction in average
claim duration

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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.

