

Client success story

# Virtual care closes gaps-in-care for Medicare members with diabetes



**Industry:** Medicare Advantage Plan

**Products:** Members living with Type 2 diabetes and an elevated HbA1c ( $\geq 8\%$ ) at baseline

**Products:** Diabetes Management

**Cost savings:** 14.6% decline in medical costs

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When done well, virtual care empowers people to self-monitor their conditions and receive personalized support for managing their diet, physical activity, and medication regimen. This study demonstrates the power of this approach to address growing medical costs and barriers to deliver better care and value to Medicare beneficiaries.”

**- Vidya Raman-Tangella, Chief Medical Officer, Teladoc Health**

## Summary

Managing a chronic condition can be challenging. That's why every aspect of our digital diabetes management program is designed to optimize the member experience and drive lasting results. A study of Medicare Advantage members measured the impact of the Teladoc Health Diabetes Management program. Results indicate the program delivered measurable clinical outcomes improvement and medical claims spend reduction compared to risk-matched non-enrolled individuals in control group.

## Challenge

Diabetes prevalence and related costs have been on an upward trend, particularly among people aged 65 and older, greatly impacting costs for Medicare Advantage plans. Further compounding the challenge, many people living with chronic conditions have limited face-to-face time with their healthcare providers — a situation that is even more pronounced in rural areas or during a public health emergency like COVID-19. Addressing gaps-in-care for this population has the potential to improve a Medicare plan's Star Rating performance and ultimately bend the cost trend.

## Approach

This study evaluated Medicare members enrolled in the Teladoc Health Diabetes Management program which includes:

- A cellular-connected blood glucose meter
- Food and activity tracking
- Health Nudges™ that deliver calls to action when members are most receptive
- 24/7 remote monitoring with emergency outreach for low and high readings
- On-demand 1:1 scheduled coaching from expert coaches

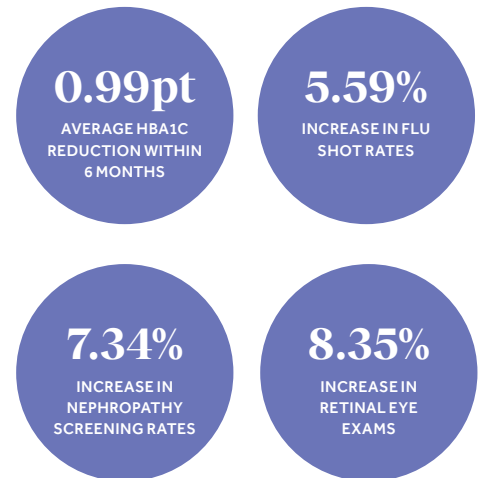


## Program highlight

Teladoc Health's easy-to-use program is well-suited to the unique needs of older Americans. Since Teladoc Health devices transmit data and allow two-way messaging over cellular networks out-of-the-box, Members don't need internet access or Bluetooth-compatible devices to use the program. Real-time, context-relevant digital coaching tailored for age and ability is provided in response to blood glucose checking to educate and promote continued engagement.

## Results<sup>2</sup>

Over a 26-week period, Teladoc Health members received increased preventive care in areas that impact Star Rating performance. The study also measured a 28.8% increase in medication-adherent members (proportion of days covered >80%) and a 19% increase in doctor's office visits. Overall, the program yielded a 14.6% decline in medical costs relative to expected costs. Meanwhile, 87% of members reported having a positive or extremely positive experience with the Teladoc Health program.



<sup>1</sup> American Diabetes Association. Economic Costs of Diabetes in the U.S. in 2017. Diabetes Care. 2018;41(5):917-28.  
<sup>2</sup> Data on file (DS-5642).

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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.

