



YOUR VIRTUAL CARE PARTNER

Modernizing
healthcare,
together





Solving health plans' biggest challenges with virtual care

As health plans seek ways to bend the cost curve, make healthcare more accessible and affordable, and meet consumer expectations, virtual care becomes an important part of the solution. However, the sea of digital point solutions is overwhelming, and a lack of integration increases costs making care navigation more complex for members.

With Teladoc Health, payers have access to one vendor that meets a wider array of their consumer needs. Through a single contract, we customize implementation and engagement plans for diverse populations—fully insured, self-insured, Medicare, Medicaid, Exchange, and more—to deliver a streamlined and award-winning member experience for your clients and your members.

Transforming the healthcare experience

In collaboration with health plans of all sizes, Teladoc Health delivers innovative services making accessible, high-quality healthcare a reality for more people than any other virtual care provider.

Through a simple, integrated experience, we offer the only comprehensive virtual care solution spanning general medical, mental health, and complex care.

We help organizations drive adoption of virtual care to reduce costs, improve outcomes, and increase member and provider satisfaction—all while making it easier for people to access the right kind of care to resolve their healthcare needs with confidence.

Key motivators driving adoption of virtual care for Medicare Advantage



2019 AHIP Virtual Care Survey of Health Plans, sponsored by Teladoc Health under AHIP's Sponsored Research Program



2020 predictions

How global healthcare is delivered continues to shift each year. We've made five bold predictions about virtual care in 2020, ranging from private and public healthcare partnerships to the important role virtual care will play as individuals around the world face more chronic and complex conditions.

1

Virtual care is a top priority for plan sponsors and care providers.

With mounting pressures to improve access while controlling costs, organizations require strategic partnerships and innovation to expand virtual care.

2

Consumers demand integrated, personalized care on their terms.

As adoption accelerates, savvy consumers expect more from virtual care: Technology enables high-touch, high-tech experiences.

3

Virtual care closes the access gap for mental healthcare.

With burgeoning needs around the world, virtual care is essential to make convenient, confidential mental healthcare available for all.

4

As people live longer with chronic diseases, virtual care alleviates the burden of care.

Virtual care extends healthcare to the home, helping caregivers and healthcare professionals serve an aging population.

5

Virtual care delivery is an essential skill for all physicians.

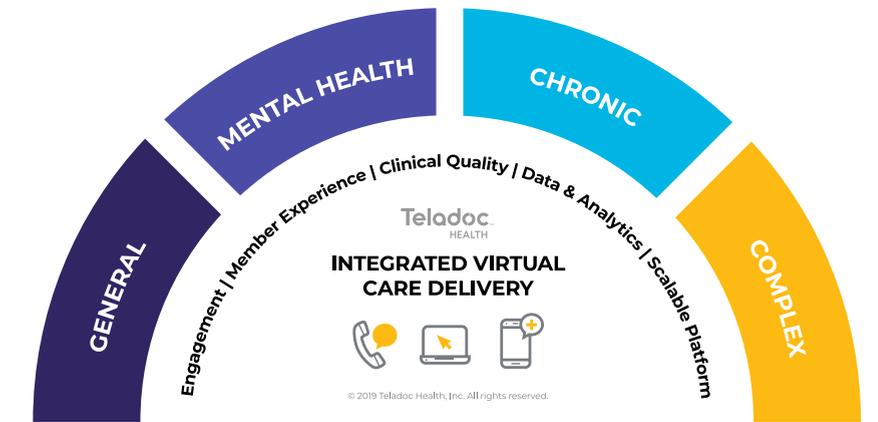
To practice high-quality modern medicine, doctors must be able to effectively engage with patients remotely.

READ MORE AT
TeladocHealth.com/2020-predictions



Addressing breadth-of-care needs

Our portfolio of services addresses a broad spectrum of healthcare needs, from pink eye and skin rashes to mental health illnesses and cancer, regardless of where the member is located or enters the system.



Setting the bar for quality

Exceptional care delivery and advocacy across the healthcare system

The Teladoc Health Medical Network is the largest and most diverse virtual care-focused medical network in the world with more than 300 staff clinicians, 3,100 telemedicine physicians, and thousands of top specialists on our global expert panel. Leveraging technology, data, and augmented intelligence as key enablers, we are empowering human-centered decisions that lead to better outcomes for each and every patient around the world.

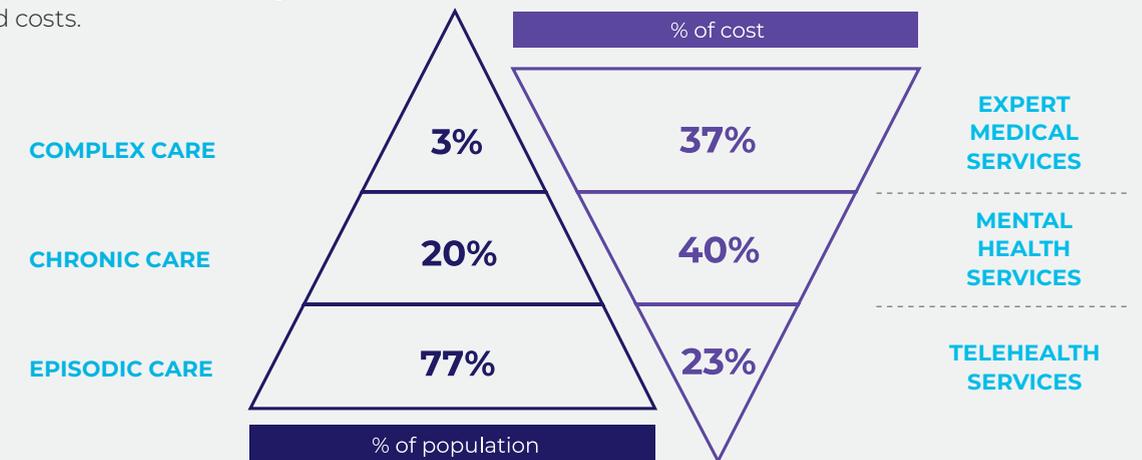
Diligent oversight is core to our work:

Quality & Care Committee oversees quality of care standards.

Medical advisory boards provide clinical expertise, advance virtual care standards, and provide new innovations.

Established first and only **patient safety organization (PSO)** dedicated to virtual care.

Managing the spectrum of conditions also means we have the capabilities to mitigate their associated costs.



Teladoc Health offers the most comprehensive suite of virtual care services on a single platform.

TELEHEALTH SERVICES



General Medical: Convenient access to high-quality healthcare from U.S. board-certified doctors by phone or video, 24/7.



Nutrition: Registered dietitians offer in-depth consultations and create personalized plans for member-specific nutrition needs. Condition-specific expertise available.



Dermatology: Access to board-certified dermatologists who can review imagery and prescribe approved medications within days.



Sexual Health: Easy access to local labs for testing of the most common sexually transmitted infections without the need for an appointment and with complete confidentiality.



Back Care: Customized back care programs with videos and access to certified health coaches.



Tobacco Cessation: Help from physicians and cessation coaches who can prescribe medication and monitor a member's progress in trying to stop smoking.



Chronic Care Coaching: Personalized coaching programs that help members avoid and overcome chronic conditions.

EXPERT MEDICAL SERVICES

State-licensed doctors navigate members across a broad range of expert medical services, leading to trusted answers, quickly.



Expert Medical Opinion: Members receive an expert evaluation of their diagnoses and treatment plans.



Ask the Expert: Personalized answers from leading expert physicians to members' medical questions.



Find a Doctor: Members can receive personalized recommendations for high-quality, in-network physicians in their specified geographic areas.



Treatment Decision Support: Education and guidance is provided to members evaluating several treatment options so they can make confident medical decisions.



Critical Case Support: In complex emergencies, a clinical team can be quickly assigned to work with a member's treating team during the first crucial hours to ensure quality of care.



Medical Records eSummary: Members' medical records are collected and organized into one secure file and delivered with a personalized health summary.

MENTAL HEALTH SERVICES



Behavioral Health Care: Members can select and build relationships with the mental health provider of their choice. Sessions are available by phone or video seven days a week, and can be scheduled for however long treatment is needed.

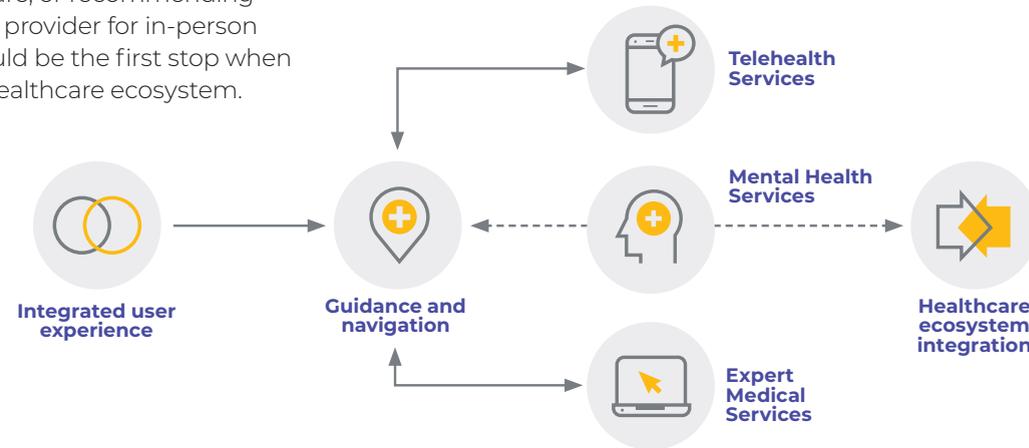


Behavioral Health Navigator: Members with mental health conditions receive an in-depth expert medical opinion and ongoing support to help them navigate to the most-appropriate services for their needs.

When virtual care comes first

Adopting an integrated Virtual First™ strategy

Whether connecting immediately with a doctor for general medical care, identifying the world's top specialist for cancer care, or recommending a high-quality, in-network provider for in-person follow up, virtual care should be the first stop when navigating the complex healthcare ecosystem.



To encourage members to use virtual care as the first stop for care, we leverage a combination of:



Comprehensive spectrum of virtual care services



Advanced data analytics



Smart plan design



Innovative engagement

Turning insights into action

Through “Virtual Care Optimization” we are integrating advanced data analytics into our service model to identify high-need and high-value opportunities—dramatically increasing our impact on people’s lives.

People in need:

Unresolved cases that have a high likelihood of requiring a second opinion

High-value populations:

Populations with high-cost conditions and treatments

Specialty pharmaceuticals:

High-value opportunities to re-evaluate treatment plans and reduce costs

Mental health:

Opportunities to provide early access to affordable treatment

ER/urgent care overuse:

Individuals with basic telehealth needs who are using the ER for primary care



Resolving complex healthcare conditions with confidence

Our innovative approach to Expert Medical Services is centered on the patient-physician relationship with dedicated physicians available every step of the way to serve as the member's guide to resolution of their complex healthcare needs. The physicians intake and listen, provide medical advice, and refer or coordinate additional virtual or in-person care—depending upon the patient's unique needs.

To capture a holistic patient view, we collect all relevant medical records, retest pathology on 100% of oncology and auto-immune cases, and engage top medical experts for review and recommendations.

HOW IT WORKS: Physicians navigate members to the appropriate care



Time with a doctor

Members work directly with dedicated physicians who answer any questions and offer support throughout the process.



Integrated services

Teladoc Health offers the only comprehensive, fully integrated suite of expert virtual care solutions to resolve a continuum of care needs.



Resolution

Personalized navigation helps guide members through their healthcare journey with confidence and delivers resolution and peace of mind for any health concern.



Managing chronic conditions

Chronic Care Coaching, delivered in partnership with Vida Health, applies an effective combination of certified health coaches together with smartphone app technologies to introduce and maintain key lifestyle changes over the long term.

With Chronic Care Coaching, Teladoc Health and Vida Health provide a holistic, human-based approach to the broadest range of virtual care services deemed critical to the successful management of chronic conditions.

60%

of U.S. adults have a chronic disease

4-6X

more is spent by organizations on individuals with multiple chronic conditions than those without



The global need for mental healthcare is clear

The number of men and women experiencing depression and anxiety continues to rise each year, with more than 300 million people¹ suffering around the globe.

Payers, employers, healthcare organizations, and leaders around the world are taking this issue more seriously than ever. However, stigma surrounding mental health is still deeply rooted. Teladoc Health's virtual mental healthcare solutions help health plans make quality care more accessible to counter stigma, reduce associated costs, and help more people improve outcomes.

Results from our international study on mental health² in the workplace reveal the true scale of the challenges in the workplace:

36%

are not aware of support services at work

53%

believe more should be done in their workplace to promote better mental health

40%

welcome remote forms of care

PLAN SPONSOR CASE STUDY:

Global technology company

After continued success with Teladoc Health, one client decided to expand its offerings to provide specialized support for mental health conditions.

“Teladoc Health allows our members to engage holistically—addressing both the physical and psychological factors that contribute to their overall health.”

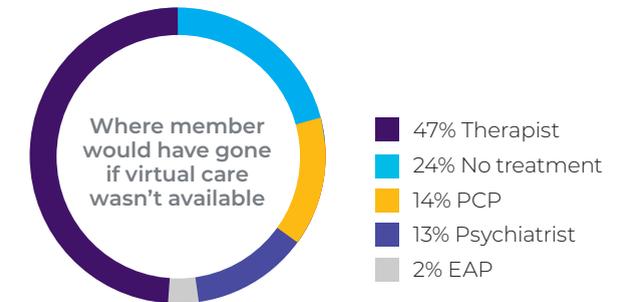
SVP, Blues Health Plan

Teladoc Health's Mental Health services are the most comprehensive in the marketplace. From building an ongoing relationship with a mental health professional to accessing an expert medical opinion to managing uncertainty about an existing mental illness, we are transforming access and improving behavioral health outcomes.

RESULTS

12% utilization of Mental Health Services

100% member satisfaction



24% of members would have received no treatment had this benefit not been offered

The impact of our accessible Behavioral Health Care solution:

75%

of patients with anxiety improved after more than three visits³

76%

of patients with depression improved after more than four visits³

¹World Health Organization.

²2019 Mental Health in the Workplace: Global Impact study by Teladoc Health, commissioned through Ipsos MORI of 1,000 employees across the United States.

³Study using Teladoc Health data.



HEALTH PLAN CASE STUDY:

Effectively engaging diverse populations

Blue Shield of California wanted to ensure high-quality care was available equally for all of its members, regardless of location or circumstance.

It also wanted to make sure each member was aware of the available services. Blue Shield of California partnered with Teladoc Health to effectively engage the broad population and drive both awareness and utilization of virtual care when it was needed most. This was especially true immediately following the devastating Camp Fire that destroyed more than 18,000 homes and businesses, including the Paradise Medical Group.

+38K

unique users
in 2018

+90%

member
satisfaction

10K

people have access to high-quality virtual care after the devastating "Camp Fire"

Industry-leading member engagement

Teladoc Health clients experience 4X utilization over the industry average.

One of our key differentiators is the firm belief that it's our responsibility to drive engagement. To deliver on this, we have invested heavily in our talent, the technology, the data, and the programs required to accelerate the adoption of virtual care.

Leveraging behavioral triggers, predictive modeling, and demographic insights, our proven engagement approach employs a diverse mix of media and analytics to reach the right member with the right message at the right time.

Our approach to engagement

Collaborative: Experienced client managers and marketing consultants partner with health plans and plan sponsors to create tailored engagement programs, identifying opportunities to integrate into existing communications.

Customizable: Communications are personalized to make each touch point more relevant and impactful. We also provide on-demand access to a variety of communication pieces that can be customized with logo, key plan information, and more.

Complementary: Our targeted multimedia capabilities reach members at the right time in their moments of need.

Our approach

Through the strength of the collaborative partnership with Teladoc Health since 2012, Blue Shield of California has been able to provide high-quality virtual care to its fully insured population and its plan sponsors, while meeting the health plan's primary goals:

Effectively engage members

Partner with Teladoc Health to change behavior and engage diverse populations at scale

Provide convenient care access

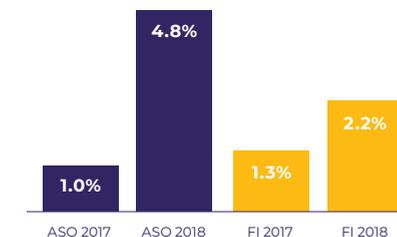
Enable access to high-quality care 24/7 from anywhere by phone, web, or mobile app

Deliver cost-effective care

Provide a more cost-effective healthcare alternative to urgent care centers, the emergency room, and traditional doctor visits

Results

By partnering with the Teladoc Health member engagement team to deploy a proven, multi-touch, surround-sound communication strategy using consistent co-branding, and the promotion of virtual care services on its main member portal, **Blue Shield of California more than tripled its members' utilization of services and more than doubled its claims cost savings from 2017 to 2018.**



UTILIZATION INCREASE



\$340K
annual
savings



14%
annualized
utilization

55% improved diagnosis

91% improved treatment

PLAN SPONSOR CASE STUDY:

Nonprofit research firm

One company struggled to manage the number of solutions and associated costs available to address all of its employees' healthcare needs. So when it reduced the number of health plan offerings, it needed to find a way to supplement its benefits offerings.

Program objectives:

- Streamline benefits by offering a comprehensive solution that addresses medical needs of any complexity.
- Remove access barriers to get employees the care they need.
- Ensure each employee can get the correct diagnosis and treatment to avoid unnecessary medical procedures.
- Manage high-cost claims and redirect ER and urgent care usage.

Program solution:

By implementing the full spectrum of virtual care solutions with Teladoc Health including General Medical, Behavioral Health Care, and Expert Medical Services, the nonprofit provided a single benefit that helped its employees get the right care at the right time, improving outcomes and quality of life, all while reducing medical spending.

"This solution provides a 'one-stop shop' for our employees to have real-time access to care. These programs are location agnostic and provide us with an offering that increases access and quality without increasing costs." **Health plan sponsor client**

Driven by a passion to improve healthcare, we are guided by our values

We are passionate about **taking care** of people.

We are committed to **unsurpassed quality**.

We keep **our promises**.

We lead with **integrity, accountability, and transparency**.

We **stand up for what's right**.

We strive to **create value**.

We **respect** each other and value **succeeding together**.



LEARN MORE

TeladocHealth.com | engage@teladochealth.com

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.