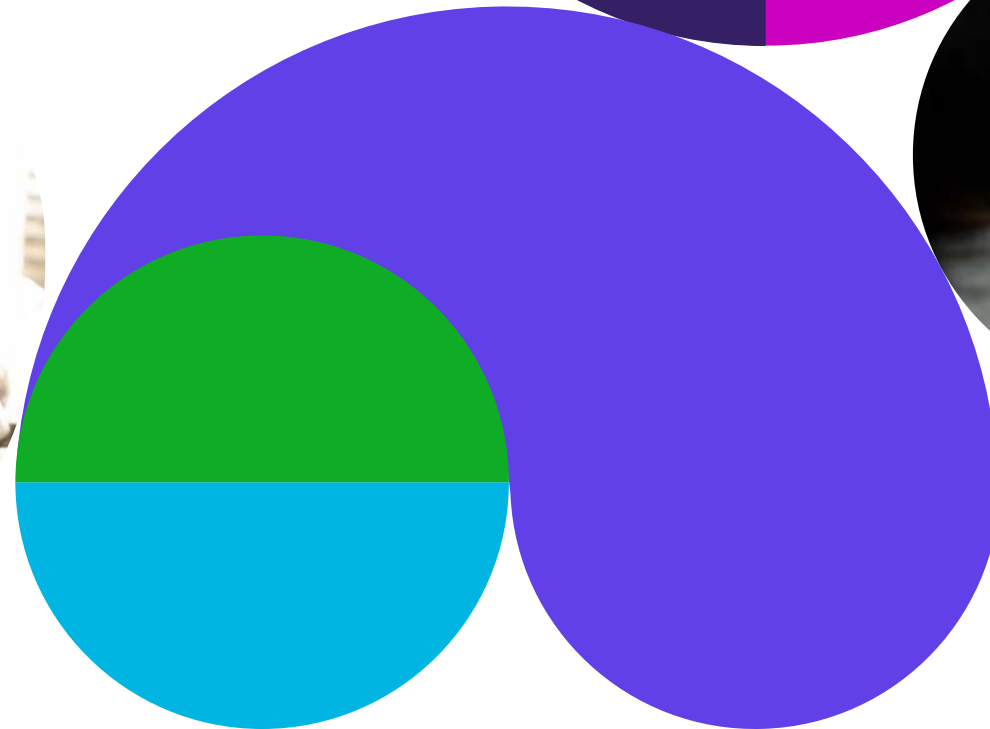
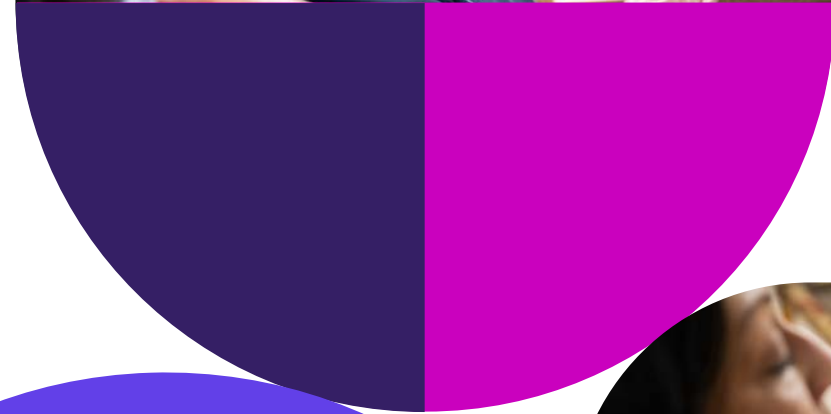




Chronic condition management

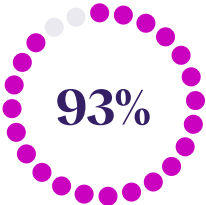
# Personalized care for better outcomes





# One solution to fit the individual needs of your whole population

**Point solutions fall short when it comes to managing an entire population, including those with multiple chronic conditions.** Your population is made up of individuals with unique needs and personal tastes. For those with chronic conditions, healthcare is hard enough as it is—having to juggle disconnected platforms or programs that don't account for their situation only adds more stress to an already complicated situation. It's time for care designed with people's needs in mind.



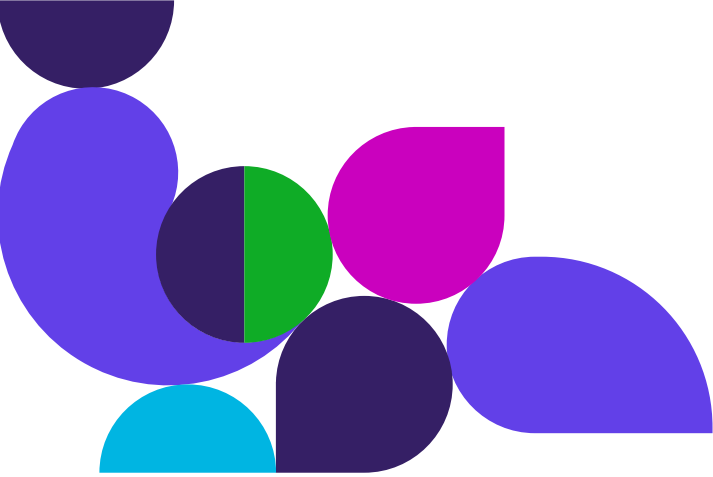
OF AMERICANS ARE NOT IN OPTIMAL CARDIOMETABOLIC HEALTH<sup>1</sup>



OF AMERICANS HAVE TWO OR MORE CHRONIC CONDITIONS<sup>2</sup>

**21x**

ANNUAL COST PER PERSON WITH 3 CHRONIC CONDITIONS COMPARED TO PERSON WITH NO CHRONIC CONDITIONS<sup>3</sup>



## The impact of chronic conditions

**Common cardiometabolic risk factors like obesity and insulin resistance are often related.** When not treated properly, they can lead to more serious health problems and costly conditions and have a compounded negative effect on a person's health.

**48%** of individuals with chronic conditions said mental health issues were either a result of or had been negatively impacted by their chronic condition(s)<sup>4</sup>

People with multiple chronic conditions are **2x more likely** to say that getting quality healthcare is difficult<sup>5</sup>

People with **three or more social or behavioral risk factors** are more likely to develop certain conditions<sup>6</sup>

Appropriate management of co-occurring conditions can exponentially improve health outcomes. For example, we've found that people with multiple chronic conditions who engage in a program for one condition often improve in other areas, inspiring lasting behavior change.

The power of integrated and personalized chronic condition management

**5 mmHg**

AVERAGE ADDITIONAL DECREASE IN SYSTOLIC BLOOD PRESSURE AMONG PEOPLE IN MULTIPLE PROGRAMS BEYOND ACHIEVEMENTS IN A STANDALONE PROGRAM<sup>7</sup>

**\$50**

ADDITIONAL PER-PARTICIPANT, PER-MONTH SAVINGS BEYOND STANDALONE DIABETES MANAGEMENT PROGRAM SAVINGS<sup>8</sup>

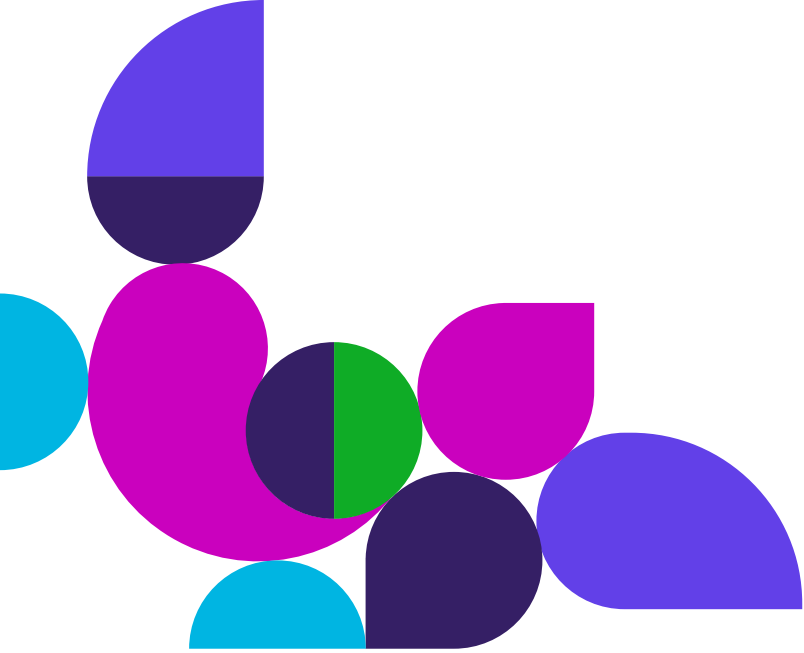
**2X**

INCREASE IN AVERAGE WEEKLY DEVICE CHECKS BY MEMBERS ENROLLED IN PROGRAMS TO CARE FOR MULTIPLE CONDITIONS<sup>9</sup>

**2.1%**

AVERAGE HBA1C REDUCTION SUSTAINED OVER 5+ YEARS<sup>10</sup>





## Exceptional whole-person care, delivered in innovative ways

**Teladoc Health was founded over 20 years ago on a simple, yet revolutionary, idea:** that everyone everywhere should have access to the best healthcare, anywhere in the world, on their terms. Today, we're delivering on that promise with whole-person care that is worth seeing and believing. It's an integrated approach that addresses everyday health and well-being needs as well as chronic conditions and acute concerns.

**Our integrated, virtual-first approach meets members where they are.** It's available anytime and anywhere people need it—whether that's in the privacy of their home for the estimated 60% of consumers who prefer virtual<sup>11</sup> or in a clinic for those who are referred for in-person care.

**Our approach is personalized to lifestyles, health needs and goals,** using data-driven insights to keep people engaged in their health. And, of course, it's high-quality care that you and your members can trust—backed by evidence-based care practices and experienced clinicians.

Delivering **whole-person care** that spans every stage of a person's health journey.

### Complex Care

Gain advice on diagnosis, treatment plan or surgery from world-renowned specialists

### Primary Care

Serve as the quarterback for care from the annual exam to complex issues, so members build an ongoing relationship with their care team

### Chronic Care

Take charge of health challenges with monitoring and personalized support

### Mental Health Care

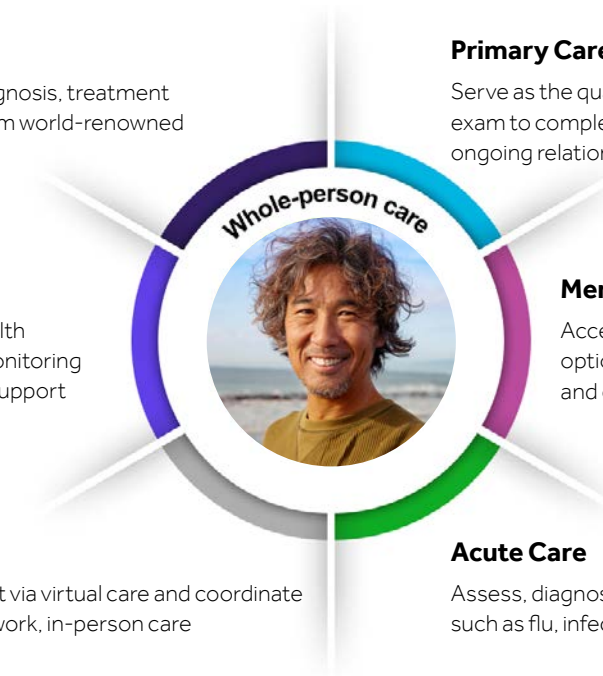
Access care across a range of support options including digital, coaching, therapy and crisis management

### Specialty Care

Consult a specialist via virtual care and coordinate referrals to in-network, in-person care

### Acute Care

Assess, diagnose and treat everyday health issues such as flu, infections and skin conditions



Within a **single, unified platform**, our programs deliver improved member health and well-being measures that in turn drive reduced healthcare costs.

**60%**

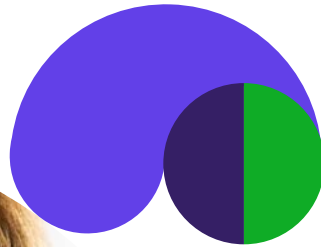
OF CONSUMERS SAY THEY WOULD BE INTERESTED IN A VIRTUAL-FIRST PLAN

**78%**

OF CONSUMERS PREFER A SINGLE, UNIFIED EXPERIENCE FOR MANAGING THEIR MENTAL AND PHYSICAL HEALTH<sup>12</sup>

**80%**

OF CONSUMERS CAN BENEFIT FROM ONE OR MORE TELADOC HEALTH SERVICES<sup>13</sup>



## Personalized solutions for everyone

Teladoc Health chronic condition management solutions support individuals with conditions across the cardiometabolic spectrum. No matter their condition(s), programs are individualized based on lifestyle, health needs, goals and more. Bringing these insights together with smart devices, one-on-one digital coaching and healthcare professionals, our solutions empower everyone in your population to lead healthier lives.

1M+

MEMBERS CURRENTLY ENROLLED IN OUR CHRONIC CONDITION MANAGEMENT PROGRAMS<sup>14</sup>

90%

12-MONTH MEMBER RETENTION IN CHRONIC CONDITION MANAGEMENT PROGRAMS<sup>15</sup>

56%

OF ACTIVE MEMBERS ARE IN VULNERABLE OR UNDERSERVED COMMUNITIES<sup>16</sup>

### Delivering the right care with the right tools and support

**Connected devices** aggregate real-world data securely to drive engagement and inform personalization

**Personalized content** and calls to action, delivered when members are most receptive, drive behavior change and outcomes

**Expert coaching** provides support and education, keeping members on track and enabling lasting behavior change

**Provider-based care** connects people with clinicians for additional support through the Teladoc Health app

**Integrated mental health**, including digital content, coaching and crisis outreach, addresses the full spectrum of needs that commonly exist alongside chronic conditions



## Integrated condition management

**Our multi-condition solution integrates chronic care and mental health to make it easier for you to meet the needs of your entire population.** From a single app, people can track their measures like blood sugar and blood pressure, get personalized feedback on their progress, engage with health coaches and access digital resources to build healthier habits for life. Results are both immediate and sustained over 5+ years with even greater results for uncontrolled individuals.<sup>17</sup> This means a great return on investment for you.

### Our portfolio of multi-condition solutions

**Chronic Care Complete:** An all-in-one solution for your members' cardiometabolic health needs that supports diabetes, hypertension, prediabetes and weight management, as well as integrated mental health

**Weight Management:** An evidence-based program that helps members manage their weight by focusing on lifestyle behavior change

**Prediabetes Management:** Evidence-based curriculum, activity tracking, coaching and support help keep members on track with their health

**Diabetes Management:** Personalized tools and coaching support help members track blood sugar, develop healthy lifestyle habits and improve glycemic control

**Hypertension Management:** An engaging and clinically powerful program proven to reduce blood pressure with continuous motivation, daily tracking and effective adjustments

## Partner success story

# Graco

In the face of a growing health benefits spend—and the increased stress levels that often accompany chronic conditions like diabetes and hypertension—Graco sought a comprehensive solution that could support a wider range of health and well-being needs for its employees through a single platform.

### Results<sup>18</sup>

**1.23%**

DECREASE IN A1C

**0.6%**

ADDITIONAL REDUCTION IN A1C AMONG MEMBERS ENROLLED IN MENTAL HEALTH PROGRAM COMPARED TO THOSE NOT ENROLLED IN MENTAL HEALTH

**3.4 mmHg**

REDUCTION IN SYSTOLIC BLOOD PRESSURE

**39%**

OF MEMBERS EXPERIENCED IMPROVED WELL-BEING BASED ON AT LEAST 10% INCREASE OF THEIR WHO-5 SCORE

“

We love the simplification of one platform to address not only diabetes but other conditions such as hypertension, weight management, diabetes prevention and behavioral health.

Kellie McLaughlin, Human Resources Manager, Graco

## Overall results

# Better outcomes mean bigger savings

### Average clinical outcomes

**2.1%**

AVERAGE HBA1 REDUCTION<sup>19</sup>

**13 mmHg**

SBP REDUCTION<sup>20</sup>

**5%**

AVERAGE WEIGHT LOSS<sup>21</sup>

### Average cost savings

**\$180**

PPPM SAVINGS FOR DIABETES<sup>22</sup>

**3.4X**

AVERAGE ROI FOR DIABETES<sup>23</sup>

**\$9,295**

3-YEAR COST SAVINGS PER DIABETES CASE PREVENTED<sup>24</sup>



**Better health  
made possible™**

<sup>1</sup>O'Hearn M, et al. Trends and Disparities in Cardiometabolic Health Among U.S. Adults, 1999-2018. *Journal of the American College of Cardiology*. July 12, 2022. 80 (20): 138-151. <https://doi.org/10.1016/j.jacc.2022.04.046>.

<sup>2</sup>Centers for Disease Control and Prevention. (2009) "The Power of Prevention." Accessed January 13, 2023. <http://www.cdc.gov/chronicdisease/pdf/2009-Power-of-Prevention.pdf>

<sup>3</sup>Data on file. (DS-4266).

<sup>4</sup>Chronic Condition Consumer Study, Teladoc Health, 2022.

<sup>5</sup>Ibid.<sup>6</sup>Ibid.

<sup>7</sup>Data on file. (DS-8467)

<sup>8</sup>Savings based on anchor condition using multi-condition ROI methodology. White paper available upon request.

<sup>9</sup>Data on file. (DS-10502)

<sup>10</sup>Data on file for members starting A1c  $\geq$  8%. (DS-10609)

<sup>11</sup>Teladoc Health survey of over 2,200 consumers. April 2021.

<sup>12</sup>Mental Health Research Report: Consumer experience with mental health services. Teladoc Health, 2022.

<sup>13</sup>Based on claims analysis of a large commercial population over one year.

<sup>14</sup>Q4 2022 earnings call.

<sup>15</sup>Data on file. (DS-9596)

<sup>16</sup>Teladoc Health Corporate Social Responsibility Report [DS-123]

<sup>17</sup>Data on file. (DS-10609)

<sup>18</sup>Based on client outcome data

<sup>19</sup>Data on file for members starting A1c  $\geq$  8%. (DS-10609)

<sup>20</sup>Data on file for members at 1-year member tenure who started at Stage 2 (DS-8290)

<sup>21</sup>Data on file for members starting with a BMI  $\geq$  30 at 1-year member tenure. (DS-12600)

<sup>22</sup>Savings based on anchor condition using multi-condition ROI methodology. White paper available upon request.

<sup>23</sup>Data on file. (DS-8291)

<sup>24</sup>Data on file. (Internal ROI analysis as of February 2019)

**LEARN MORE:** [TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)

**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.