



Provider-Based Care

Delivering high-quality care for people with chronic conditions

People living with complex chronic conditions require clear, actionable communication from their care team combined with effective digital health resources to achieve the best outcomes possible and reduce costs.

Provider-Based Care offers your high-risk members in our chronic care management programs¹ additional support to help them get back on track with their health and achieve better health outcomes. Combining the capabilities of our proven whole-person chronic condition management solutions with our high-quality care provider network, the program connects members with a Teladoc Health provider who creates a personalized care plan and safely prescribes or optimizes medications, including GLP-1s and SGLTs, when clinically appropriate.

Program includes:

- A dedicated team of **providers** and **coaches** for both physical and mental health support
- **Personalized care plan** with clear **guidance** and unique **goals**
- Access to **therapies/medications** and **technologies** such as GLP-1s and continuous glucose monitors, when clinically appropriate
- Support for **authorization** and **medication coverage**
- A single, integrated **app experience** with **unlimited care provider** and **care team access**

How it works



Proactive outreach

We reach out to the member when we see health readings that put them at higher risk and invite them to connect with a Teladoc Health provider



Initial comprehensive visit

Our care provider assesses the member, reviewing medication, health concerns and more, before they co-create a care plan



Personalized care plan activated

Health coaches support the member with important lifestyle changes related to their care plan



Medication optimization

With the help of a provider and ongoing support of the care team, we monitor health progress and adjust medications and the care plan as needed



Members have access to care plan, medication optimization, unlimited messaging and follow-ups, while care is coordinated with their primary care physician (PCP).

Care model benefits

Proactive outreach

Data-driven approach identifies members who would benefit from oversight

Clinical guidance

Access to a provider who can prescribe and manage medications as appropriate

Access to care team

Fully integrated member experience across clinical and coaching team who support members with prior authorization for prescriptions

Members build beneficial relationships with their expert team

All providers are trained in internal or family medicine with expertise in chronic condition management

Highly qualified coaches are certified based on the care areas they support



Personalized nutrition consultations offer custom meal plans with access to food logging tools

Live sessions with a certified coach paired with 1:1 navigational guidance and digital recommendations

¹ Available for Chronic Care Complete, as well as standalone or comprehensive versions of diabetes, hypertension, prediabetes or weight management solutions.

² Coming in 2024

³ Available for comprehensive solutions only

LEARN MORE: TeladocHealth.com | engage@teladohealth.com

About Teladoc Health: Teladoc Health is on a mission to empower all people everywhere to live their healthiest lives. As the world leader in whole-person virtual care, the company leverages its 20+ years of expertise and data-driven insights to meet the growing needs of consumers and healthcare professionals across the full care continuum, at every stage in a person's health journey.

