



GENERAL MEDICAL

Access to medical care, anytime, anywhere



General Medical key outcomes

\$465

AVERAGE CLAIMS SAVINGS
PER VISIT

90%

MEMBER SATISFACTION

92%

RESOLUTION RATE
ON FIRST VISITS

Convenient, quality healthcare at your fingertips

General Medical gives members convenient access to low-cost, high-quality virtual care for a broad range of everyday healthcare issues, from cold and flu to a rash or sunburn.

By giving members access to board-certified doctors anytime, anywhere, members can avoid unnecessary trips to the doctor's office and costly visits to the emergency room. With virtual visits available in a number of languages through an interpreter, including American Sign Language (ASL), physicians can provide a diagnosis and treatment, and prescriptions when necessary, via phone or video. And with the Caregiving feature, members can request three-way visits to help manage loved ones' care.

How it works



Initiate

The member initiates through app, web or phone.



Request

The member requests an on-demand visit or schedules a visit at their preferred time.



Visit

The member visits with the physician via phone or video.



Resolve

The physician will post a visit summary to the member's file and send a prescription to their local pharmacy if necessary.



Benefits

Convenience

Members love the 24/7 access to care by web, phone or our award-winning mobile app.

Clinical quality

The U.S. board-certified physicians in our network have an average of 20 years' experience and deliver the highest-quality care.

Value

Teladoc Health drives 4x greater utilization than the industry average¹ by employing smart engagement strategies and delivering a seamless member experience.



I have had multiple employees reach out to thank me for letting them know about Teladoc. Teladoc has helped T-Mobile save more money each year we have been with them. Our ER visits and absenteeism are all down.”

HR Executive,
T-Mobile

Resolution for a wide range of everyday conditions:

Flu	Nasal congestion	Backache
Cough	Sore throat	Rash/poison ivy
Sinus problems	Sinusitis	Bug bites
Upper respiratory infection	Seasonal allergies	Food poisoning
Pink eye	Cold	Sunburn
Bronchitis	Arthritis	And more

¹National Business Group on Health. 2018. "2019 Large Employers' Health Care Strategy and Plan Design Survey," September 10, 2018. <https://www.businessgrouphealth.org/resources/2019-large-employers-health-care-strategy-and-plan-design-survey>. The study cites average telehealth utilization amongst large employers at 2.5% while the Teladoc Health average U.S. utilization (excluding Amerigroup and visit-fee-only members) was almost four times the national average at 9.4%.

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

About Teladoc Health: Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.





MENTAL HEALTH CARE

Convenient, confidential and quality treatment by phone or video



16M

AMERICANS LIVE WITH MAJOR DEPRESSION¹

70%

OF MENTAL HEALTH PATIENTS HAVE A MEDICAL COMORBIDITY²

\$201B

SPENT ANNUALLY ON MENTAL HEALTH IN THE U.S.³

2-3X

ADDITIONAL COSTS FROM MENTAL HEALTH CONCERNS⁴

With Mental Health Care, members have easy access to quality care for a spectrum of conditions, without the obstacles of conventional in-office options. Members can speak with board-certified psychiatrists and licensed psychologists/therapists by phone, video or in-app messaging, from wherever they feel most comfortable. Members can conveniently connect and build ongoing relationships with mental health professionals of their choice, without travel or waiting at the provider's office.

How Mental Health Care works



Initiate

The member provides basic information, including eligibility, by Teladoc app, phone or web.



Schedule

The member selects a preferred mental health provider and schedules a virtual visit.



Consult

The member speaks with the selected provider and builds an ongoing relationship.



Support

Ongoing mental health management support is provided.



“

My experience was seamless—I scheduled an appointment through the Teladoc app, the therapist was right on time, and I was able to have my session without ever leaving work! What I loved most was that I was able to see the same therapist throughout my care. What a great service!

Emma S., health plan member

Benefits

Effective results

More than 75% of members with depression or anxiety reported improvement after their third or fourth virtual care visit.

Utilization

Teladoc's proven engagement efforts connect with members in their time of need and drive utilization.

Convenience

Members have convenient access to high-quality virtual care for a wide variety of mental health issues, from wherever they feel most comfortable.

Common conditions treated

- Anxiety
- Depression
- Post-traumatic stress disorder (PTSD)
- Stress
- Panic disorder
- Obsessive-compulsive disorder (OCD)
- Grief
- Eating disorders
- Trauma resolution
- Work pressures
- Attention deficit hyperactivity disorder (ADHD)

¹The National Institute of Mental Health

²Modern Healthcare: <https://www.modernhealthcare.com/reports/behavioral-health/#:~:text=While%2029%25%20of%20adults%20with,have%20a%20medical%20co%2Dmorbidity.>

³<https://www.healthaffairs.org/doi/full/10.1377/hlthaff.2015.1659#:~:text=Estimates%20of%20annual%20health%20spending,with%20spending%20at%20%24201%20billion.>

⁴CDC: <https://www.cdc.gov/workplacehealthpromotion/tools-resources/workplace-health/mental-health/index.html>.

Partner with the global leader in virtual care: engage@teladochealth.com

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Dermatology



Access licensed dermatologists without leaving the house.

The Teladoc Health Dermatology service gives members convenient and reliable skin care for a wide range of conditions—without the wait.

Dermatology makes skin care easy. Members simply log in to their Teladoc account, request a Dermatology consult, complete the intake form and upload digital images of their skin issue. Within two business days, the member will receive a response from a board-certified dermatologist through the online message center. Members can ask follow-up questions and, when medically necessary, have prescriptions sent right to their local pharmacy.



2 days to diagnosis
versus 32.3 days for major
metropolitan areas¹



Approved medications can
be prescribed right over the
app or web

How Dermatology works



Initiate

The member provides basic information about skin issue through web or mobile app.



Upload images

Upload a minimum of 3 pictures of the skin issue for the dermatologist to review.



View online results

Within 2 business days, the licensed dermatologist will respond through the online message center with a diagnosis, treatment or prescription if necessary.



Follow up

Follow up with the doctor through the message center within 7 days of the initial visit.

Benefits

Convenience

Members have 24/7 access to care for a wide variety of skin issues by web or mobile app.

High-quality care

A licensed dermatologist will review images, make a diagnosis and provide a personalized treatment plan right in the app.

Follow-up

Interact with the same dermatologist for the next 7 days for any follow-up needs.

Features

- Access board-certified dermatologists by web or mobile app
- Treat acute or ongoing skin conditions like psoriasis, skin infection, rosacea and more
- Share high-quality images and receive a diagnosis within 2 business days (on average within 8 hours)
- Consult includes follow up with the same dermatologist within 7 days
- Select the provider of choice
- Providers can prescribe approved medications
- Offered at no additional cost to the client in conjunction with the General Medical product



“I noticed a small dark spot on the side of my leg that was asymmetrical in shape. I took a few photos, requested a consult and shared them right through the app. The very next day, Dr. Levine had reviewed my photos and determined the spot was benign. Instead of waiting weeks to see a dermatologist, I had peace of mind in less than 24 hours! Thank you, Teladoc!”

Adam W.

¹Merritt Hawkins. 2017. “2017 Survey of Physician Appointment Wait Times.” September 22, 2017. <https://www.merrithawkins.com/news-and-insights/thought-leadership/survey/survey-of-physician-appointment-wait-times/>.

LEARN MORE

TeladocHealth.com | engage@teladoc.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.

Teladoc
HEALTH