



HealthiestYou Complete Bundle

Modernizing how people
experience healthcare.



Proposal for Date

[To learn more, contact:](#)

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Proposal valid for 90 days

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Teladoc Health: The global leader in virtual care

Offering the only comprehensive virtual care solution spanning telehealth, expert medical, and licensed platform and other program services, Teladoc Health is accelerating the adoption of virtual care. Through our award-winning consumer-experience brands—Advance Medical, Best Doctors, BetterHelp, HealthiestYou and Teladoc—we help millions of people around the world manage their healthcare needs with confidence.

Teladoc Health serves more than 12,000 clients, including the world's leading insurers, hospitals and health systems, and 40% of Fortune 500 employers. With offices around the world, we serve millions of people across 175 countries and deliver care in more than 40 languages.



4,000+
employees
worldwide

450+
medical
subspecialties

17M+
visits
since 2015

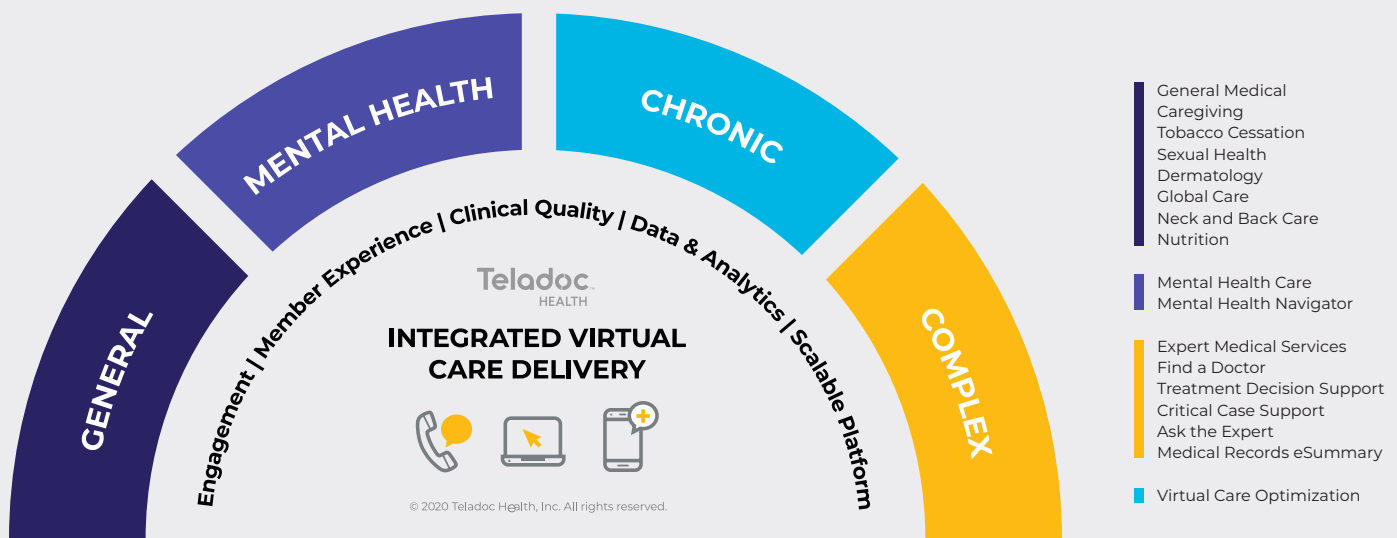
Addressing a broad spectrum of healthcare needs

Teladoc Health is creating a new paradigm for how patients access care by delivering a powerful, virtual, connected care platform.

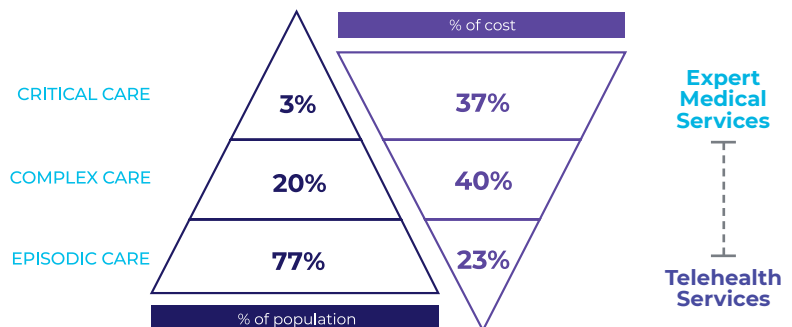


Our integrated virtual care services overview

We are the only solution able to address a broad spectrum of healthcare needs, from pink eye and skin rashes to mental health illnesses and cancer, regardless of where the patient is located or how they enter.



Managing the spectrum of conditions also affords us the capabilities to mitigate their associated costs.



HealthiestYou: Complete Bundle

Clinical Services

General Medical
Mental Health Care
Dermatology
Neck and Back Care
Expert Medical Services
Nutrition

Enhanced Engagement Features

Dedicated Client Success Team
Price Transparency Tools
Intelligent Alerts
Find a Provider

All services included with \$0 visit fee



General Medical—Provides convenient care at a lower cost by giving members and their dependents an on-demand or scheduled visit with a U.S. board-certified doctor via phone or video, 24/7. Members can get resolution to episodic healthcare issues, including cold and flu, allergies, bronchitis and so much more.



myStrength Complete—Combines myStrength's self-guided digital programs with telehealth services to offer a stepped-care approach that addresses a full spectrum of acuities.



Dermatology—Members have access to licensed dermatologists via web or mobile app, treating acute or ongoing skin conditions like psoriasis, skin infection, rosacea and more—quickly, conveniently and discreetly.



Neck and Back Care—This convenient, exercise-based treatment plan, coupled with certified health coach consultations, provides members with the personalized support they need to reduce neck and back pain.



Nutrition—Members can talk to a registered dietitian by phone or video for help with staying healthy or managing a health condition like diabetes or high blood pressure.

Dedicated Client Success Team

Results show that high member engagement leads to claims redirection and increased savings. From implementation timelines to communication strategy and follow-up, our dedicated client success team will lay out the roadmap to ensure that every group is equipped with the tools to succeed.

Price Transparency Tools

HealthiestYou has a price comparison engine, which allows members to compare the prices of a wide variety of prescriptions and procedures. Members are armed with the knowledge necessary to make an informed choice.

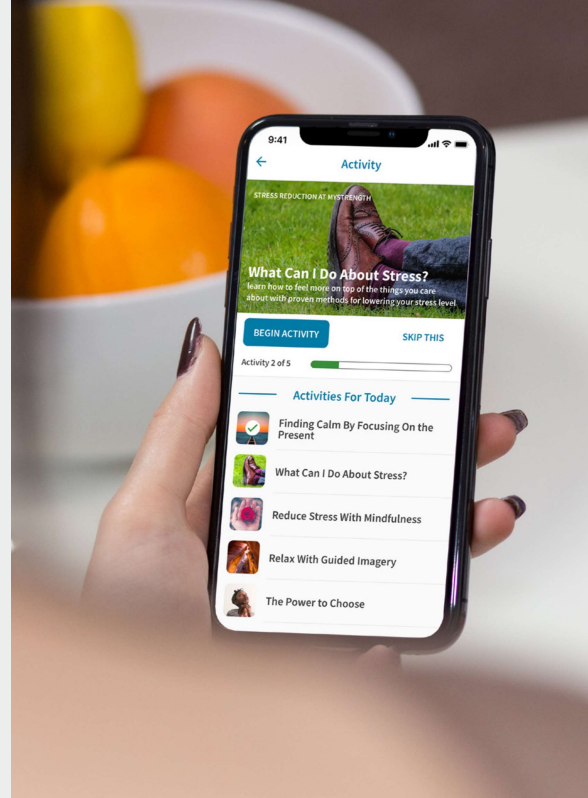
Intelligent Alerts

Context- and location-sensitive alerts and savings reminders help members better utilize their insurance plans and our services.

myStrength Complete

More than half of today's workforce struggles with mental health issues. Yet the majority of them—especially those living with subclinical stress-driven symptoms and clinical diagnoses like depression—aren't getting the help they need due to access, cost and engagement barriers.

Our first-of-its-kind myStrength Complete program delivers a full spectrum of personalized member support unlike any other on the market. From evidence-based digital programs for self-guided care to remote licensed care, we help people deal with life's evolving challenges. More than just extending access to care—we're extending the right access to the right care to offer accessible, trustworthy mental health support at scale.



Triage—Digital clinical assessments drive engagement on targeted symptom reduction.



Personalize—An intelligent, personalized plan engages members with the right mix of care to meet their needs.



Stepped care—Members are guided toward digital programs, engagement guidance, coaching, therapy or crisis management resources based on their unique needs.



Adapt—As members' conditions evolve over time, the program adjusts to address their episodic and recurrent needs.



Iterate—Ongoing measurement-based care provides continuity between digital and clinical services.

Stepped care

Combine digital offerings with virtual visits to offer a flexible and comprehensive program, while delivering the right level of care to manage costs and utilization.

Digital pathways

Address a broad set of lower-acuity needs with self-guided, evidence-based digital programs that feature in-the-moment tools, crisis referrals and structured digital content.

Licensed care

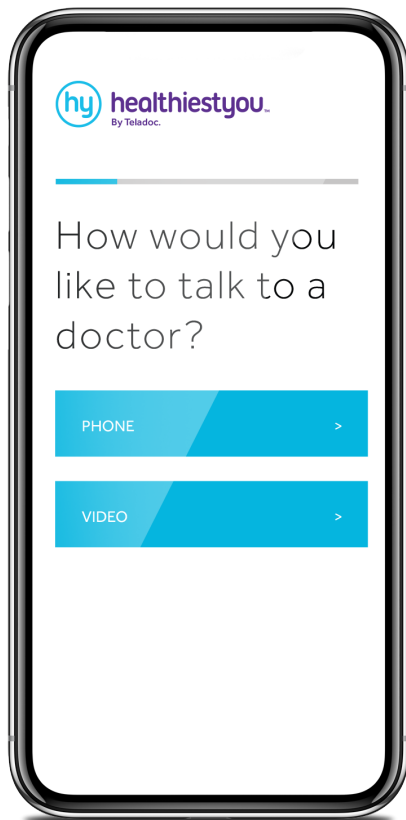
For higher acuity, we offer convenient, high-quality and speedy access to licensed mental healthcare teletherapy and telepsychiatry services, without the obstacles of in-office options.

Mental health consultations provided under the myStrength product are performed by licensed mental health professionals employed by or contracted with Teladoc Health Medical Group, PA. See the myStrength Terms of Service for more information.



General Medical: How it works for members

Telehealth services tackle non-critical, episodic medical conditions, wherever, whenever they occur. When members have no time for an office visit, are traveling for business or need a short-term prescription, HealthiestYou makes accessing everyday care easy.



Talk to a doctor in just four steps

Our platform enables members to connect to our network of healthcare professionals within minutes, anytime, anywhere, 24/7.

1

Register

Members register themselves and their children. Then they fill out a quick general health summary questionnaire.

2

Request

Members request a visit with a board-certified doctor through mobile app, web or phone. They can schedule or arrange an on-demand visit.

3

Visit

The consulting physician will ask questions about the member's health status, diagnose the condition or problem, and treat the member.

4

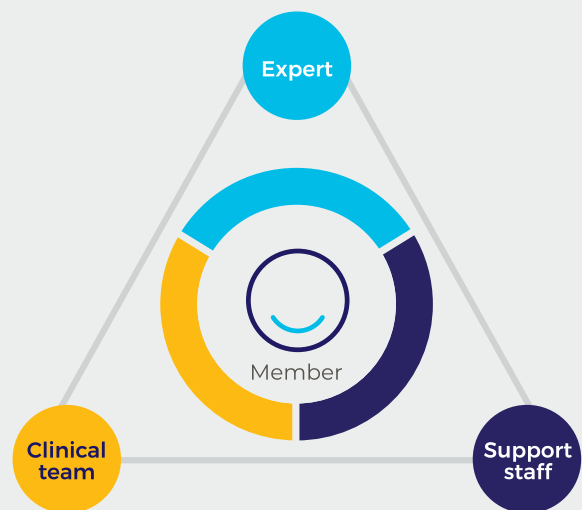
Results

The physician will post a visit summary to the member's file, which the member can access through the app or web.

Expert Medical Opinion: How it works for members

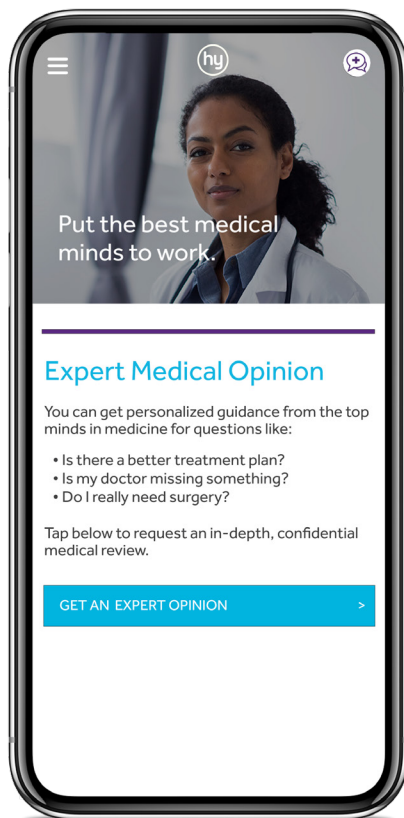
Our clinical team puts the member at the center of everything, offering personalized care and guidance through each step of the process. This collaborative, highly personal, in-depth review conducted by our global network of experts provides members facing any type of medical uncertainty with an expert medical opinion on their diagnosis or treatment plan.

Through our clinical intake process, every case is assessed and the appropriate clinical expertise and resources are applied based on complexity and urgency. Over 70% of our cases are completed in two days or less.



Advice from an expert in just four steps

Our unique process empowers members to make informed medical decisions—both simple and complex—with the support of an integrated care team that is aligned around the needs of the patient.



1

Initiate

Members facing medical uncertainty can initiate a case by mobile app, web portal or phone.

3

Review

Using updated research and industry best practices, a peer-recognized specialist provides diagnostic and treatment guidance for the member's best health outcome.

2

Intake

The member advocate gathers information about all treating physicians, tests, diagnoses, treatment plans, records and labs.

4

Results

Expert recommendations along with all medical information is summarized into a comprehensive report and is shared with the member and their treating physician.

The care experience

With an unwavering commitment to better outcomes, our doctors and specialists are the best in their field, backed by virtual care protocols and robust clinical quality assurance programs. Teladoc Health members are treated as a first priority. Our doctors and experts listen, collaborate and provide peace of mind.



Quality doctors

- More than 7,000 telehealth providers with an average tenure of 20 years
- 50,000 global experts covering more than 450 specialties and subspecialties
- Experts are curated using a proprietary method that evaluates clinical peer feedback, internal credentialing and experience ratings
- Clinical activity, licensure and disciplinary actions are verified continually

Trained on
100
proprietary clinical
guidelines for
virtual care

Quality care

- Members have quicker access to quality doctors
- A dedicated physician guides and supports members through the process
- Full patient medical records gathered, used, and shared and 100% of pathology rerun for cases where clinically necessary
- Experts' unmatched breadth of experience, combined with artificial intelligence (AI), underpins recommendations

90%
member satisfaction

Quality control

- Monitor medication frequency against industry benchmarks
- Teladoc Health Quality & Care Committee meets regularly to review documentation, diagnoses and treatments
- Compliance certifications at the forefront of the industry
- Expert Medical Services cases go through multiple rounds of review, from the expert to our physicians, to ensure each recommendation is the best option for the member and a dedicated outcomes team ensures the validity of all reported cost savings

100%
of expert reports reviewed
and scored for clinical quality

Modern technology designed with members in mind



Teladoc Health provides state-of-the-art service centers to ensure a seamless care experience.



End-to-end
in-house solution



500+ service
employees at
three sites



24/7 client and
member issue
resolution



Fully
redundant



Multilingual
services

Our solution is backed by a flexible and scalable technology platform.

Scalability

- Can handle 100 million members
- Each tier scales horizontally with load balances
- Regular stress testing, performance monitoring and tuning

Security

- Third-party testing and certifications
- Multi-zoned network separated by firewalls
- Compliance policies with sanctions for non-compliance



Reliability

- Uptime >99.99%
- Significant, ongoing investment
- Extensive monitoring

Configurability

- System features can be turned on or off
- Instant, on-demand routing or scheduled visits
- Flexible & scalable to meet our clients' diverse needs



Meaningful impact

Our approach provides high-quality, accessible medical care that gets employees back to feeling better, faster.

30-40%

first-year utilization

\$517

average claims savings per visit¹ (consults included)



An employer success story

Red Mountain Behavioral Health Services (RMBHS), in Gilbert, Arizona, initially launched virtual care for General Medical services for its employees. When RMBHS expanded to the HealthiestYou Complete Bundle, which includes Mental Health Care, Expert Medical Services, Neck and Back Care, and Dermatology, the organization increased its savings from General Medical by more than 56%.

General Medical utilization and savings

With only General Medical:

84.2%

utilization

\$31,537

savings

After adding the HealthiestYou Complete Bundle:

109%

utilization

\$49,115

savings

Results

July 2019 to June 2020:

+109%

General Medical utilization

+247%

Mental Health Care utilization

+101%

Dermatology utilization

¹Average claims savings per visit based on an independent study by Veracity Analytics conducted over a period of 24 months. Visit: Includes initial encounter and any subsequent utilization of follow-up office visits, hospitalization or ER utilization resulting from initial encounter within a 30-day window for same and related diagnoses.

Engagement across the member life cycle

Clients across industries cite the same barrier to utilization—awareness. Many employees aren't aware they have the benefit, and if they are, they don't always remember to use it when the need arises. Leveraging decades of proprietary data, we deliver a complete surround sound engagement experience, reaching members with relevant messages when they need it most.



Eligibility awareness

Using a multichannel approach that includes welcome letters mailed to the home, an email introduction and custom communications from benefit managers, we introduce members to their services and make it easy for them to get started with us.

Moment-of-need awareness

Our analytics power highly segmented and targeted communications to deliver the right message to the right person at the right time. Our strategy guides, webinars and other workplace tools help members' keep the service top-of-mind throughout the year.

Resolution confidence

We leverage word-of-mouth referrals and advocacy programs to help members gain confidence in our services. That way, our message is authentic and really resonates.



Equipping clients to drive utilization

From collateral creation to fulfillment, we make it easy for employers to reach their diverse employee population. Our Client Success Team works with employers to create co-branded engagement materials, and our in-house creative team and print center give us the ability to react quickly to client needs.

In addition, our online Engagement Center allows clients access to more communications to take utilization to the next level.

Easy implementation and onboarding

- 1 Contracting:**
Service agreement, new group set up form and group logo
- 2 Eligibility:**
Easy eligibility management through client portal or file feed
- 3 Engagement & Utilization Strategies:**
Dedicated client success manager develops customized strategies to promote utilization and drive ROI
- 4 Claims/Invoicing:**
Monthly invoices on the first of every month—easily pay online or mail in

Go
live

Standard
implementation
process

**7-30
days**

prior to
effective date

Our implementation process can begin at any time of year and be configured to meet clients' unique needs.



Reporting:

Utilization details, visit request and delivery methods, savings, top diagnoses and prescriptions, member satisfaction scores



Regular meetings:

Recurring account reviews, annual impact reviews and strategy refinement meetings

Tailored
engagement
support

Our dedicated Client Success Team partners with clients to develop strategy and deliver ongoing support.

The pricing model features a Per Employee Per Month (PEPM) administrative fee.

Enrolled employees:

	PEPM	Monthly Agreement	Visit Fee
HealthiestYou Complete Bundle	\$16.50	pepm * enrolled	\$0
General Medical			
Dermatology			
Neck and Back Care			
Nutrition			
myStrength Complete			
Expert Medical Services			
Expert Medical Opinion			
Ask the Expert			
Find a Doctor			
Critical Case Support			
Treatment Decision Support			
Medical Records eSummary			
Mental Health Navigator			
Price Transparency Tools			
Intelligent Alerts			
Find a Provider			
Dedicated Client Success Team			
Engagement Center access			

Notes

Group effective date:

10-01-2023

Include:

- All Services consults-included
- 50% utilization cap on General Medical
- 10% utilization cap on myStrength Complete
- Dependent coverage
- Integration
- Implementation
- Reporting
- Member Engagement

For Dermatology, and Mental Health services, the Plan Sponsor can determine how much of the Visit Fee is paid by the member versus the plan. Generally, plan designs with low or no member contribution result in high utilization and therefore greater ROI. The PEPM is based upon the estimated number of enrolled employees listed above and may be subject to change based upon actual enrollment.

The PEPM price includes an agreed-upon annual utilization, "The Utilization Cap." If actual utilization for a year exceeds the current year's Utilization Cap, the PEPM shall increase by \$0.25 for each 5% increment of Utilization more than the Utilization Cap for the next Renewal Term. A new Utilization Cap will be set by rounding up the actual utilization in the plan year to the nearest 5% for the next year. For example, if utilization in year 1 is 23%, the Utilization Cap in year 2 would be 25%, and the PEPM would rise by \$0.25 over the prior year price. If actual utilization for a year does not exceed the agreed upon Utilization Cap, Teladoc reserves the right to increase the PEPM by up to 5% for the next Renewal Term. The PEPM is based upon the estimated number of enrolled employees listed above and may be subject to change based upon actual enrollment.

Mental Health utilization is calculated assuming 20% of the population needs care in a given year. This is in accordance to a Kaiser Family Foundation Analysis of the 2015 National Survey on Drug Use and Health.

Dermatology utilization is calculated assuming a 25% portion of the population needs care. This is in accordance to the American Academy of Dermatology in a 2013 report, Burden of Skin Disease.



Teladoc Health:

Delivering unsurpassed care solutions to our clients and members

- **Best-in-class engagement model** used to drive utilization and long-term behavior change
- **Breadth of care needs** met from pink eye and skin rashes to mental health issues and cancer
- **Expansive integrations & partnerships** to engage in broader conversations about members' health
- **Global expertise & operations** and world-renowned experts with regional expertise on a global scale
- **One partner** meeting a wider array of needs to ease solution-point fatigue
- **Unparalleled ROI** across market segments driven by a highly differentiated suite of services spanning the spectrum

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.

Teladoc[™]
HEALTH