



## CLIENT SUCCESS STORY

# Simplifying access to whole-person care across a global population



**INDUSTRY:** Federal government

**EMPLOYEES:** 92,000 active and retired federal employees and their families

**TELADOC HEALTH PRODUCTS:** Diabetes Management, Hypertension Management, Weight Management, myStrength and General Medical



Our members have diverse needs, so our care solutions can't be one-size-fits-all. Members prefer to have one single global solution that they can take from post to post. This means finding care options that they can use when they're stationed overseas and then stateside once they return. Virtual care has played a central role in enabling this possibility.

**Kyle Longton,**  
Chief Operating Officer, AFSPA

## Summary

Since 1929, the American Foreign Service Protective Association (AFSPA) has provided comprehensive health benefits and other services to members of the Foreign Service and other Executive branch employees and their families. The complex and diverse needs of this dispersed global membership of 92,000 requires a solution that gives members access to high-quality whole-person care, no matter where they are and when they need it.

In 2015, AFSPA partnered with Teladoc Health to expand its nascent telehealth program by bringing mental healthcare services to its members. It soon expanded these offerings to address two of its main cost drivers, diabetes and hypertension. As a result of the partnership, AFSPA is delivering whole-person care to its members and reporting significant cost savings, member engagement and positive health outcomes.

## Challenge

Bringing consistent benefit support to a large global workforce is a challenge, especially when the workforce is dispersed across more than 170 countries, often moves internationally, and sometimes has only a first aid kit as their nearest care option. Members from the same agencies are often not located in the same country, making a one-size-fits-all care solution next to impossible.

Due to language and cultural barriers, many members lack ready access to mental healthcare and other care services. In addition, AFSPA needed a solution to control escalating healthcare costs, especially for members managing chronic conditions such as diabetes and hypertension.



Our members cannot walk out of the embassy in Moscow or Beijing or the consulate in Shanghai and just talk to the first person who's qualified. They need to know that what they're sharing is secure. So this [mental healthcare through myStrength] gets them the support they need without having to worry about compromising anything.

**Kyle Longton,**  
Chief Operating Officer, AFSPA

**~640K**  
**IN COST SAVINGS**  
BY GIVING MEMBERS ACCESS TO TELADOC HEALTH SERVICES<sup>1</sup>

### Clinical Outcomes

**1.4%**

AVERAGE REDUCTION IN A1C<sup>2</sup>

**8.1 mmHg**

AVERAGE REDUCTION IN SYSTOLIC BLOOD PRESSURE<sup>2</sup>

**3.1%**

AVERAGE WEIGHT LOSS<sup>2</sup>

**92%**

OF EMPLOYEES ENROLLED IN WEIGHT MANAGEMENT ENGAGED IN SELF-GUIDED ACTIVITIES<sup>2</sup>

### Solution

AFSPA began offering virtual care solutions to expand support and care to members whenever and wherever they need it starting with myStrength, now part of Teladoc Health, which gives members easy access to digital mental health self-care resources.

The next step in AFSPA's journey was improving diabetes management—one of the leading conditions contributing to claim costs—by leveraging virtual care. In 2017, AFSPA strategically sought out partners to bring this to life, and chose Livongo, by Teladoc Health, for its 24/7/365 remote monitoring and real-time digital coaching available globally. Today, members across more than 20 countries use the program to manage their diabetes. The following year, AFSPA added the Hypertension Management program for members worldwide, and then Weight Management, further demonstrating the importance of going deep with one virtual care partner that can offer a whole-person solution across a diverse global population.

### Results

For AFSPA, using personalized health signals to create lasting behavior change has led to better health outcomes and a positive economic impact. One of its top considerations as it expands is to make its benefits solutions even more comprehensive by integrating a virtual primary care solution for members worldwide. With Teladoc Health, AFSPA is able to provide these virtual care options to help improve health and reduce costs, all from a single partner.

**Members who used Teladoc Health virtual services who would not have sought care otherwise<sup>1</sup>**

**40%**  
FOR MENTAL HEALTHCARE

<sup>1</sup>Client reported results 2021

<sup>2</sup>Livongo Business Review for AFSPA with member outcome data through May 31, 2022

The testimonial statements, and opinions presented are applicable to the client. Each clients' exact results and experience will be unique and individual to each client. The testimonials are voluntarily provided and are not paid.

**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.

