

EXECUTIVE BRIEF

# Scalable solutions for payviders

Supporting the unique needs of your population



## Navigating the payvider landscape

In the payvider model, the interests of payers and providers align to improve care coordination healthcare outcomes and engagement—leading to more effective population health management. This model does, however, hold its share of unique challenges that may require strategic partnerships, further financial investment and a long-term commitment to ensure success.

**Some challenges integrated virtual care can help solve for include:**

- Improving equitable access to high-value care
- Closing care gaps and improving quality measures
- Lowering the total cost of care and driving affordability through hybrid care
- Driving greater engagement for member and patient retention and growth
- Providing integrated care across the healthcare ecosystem

**300+**

**health systems have their  
own health plan as of 2023<sup>1</sup>**

**54%**

**of payvider models based  
on shared risk/capitation  
payment<sup>2</sup>**

By addressing these challenges and capitalizing on available opportunities, healthcare organizations can elevate their overall performance and provide better care for members and patients.

**As the industry leader in integrated whole-person virtual care solutions with more than 20 years of experience, Teladoc Health is positioned to support the needs of payviders and their populations.**

# How can Teladoc Health help payviders deliver high-value virtual care?

## Improving quality measures

Our integrated virtual care services can help support care gap closure, leading to improved quality measures, Consumer Assessment of Healthcare Providers and Systems (CAHPS) and Medicare Advantage Star Ratings.

## Equitable care

Advancing health equity is a regulatory and market-differentiating reality for payers and health system partners. Teladoc Health has made health equity a priority in alignment with our company mission and vision, and we have extensive experience in all business lines (commercial, Marketplace, Medicare Advantage and managed Medicaid) and to advance equitable care to meet these payer and health system partner needs.

## Better outcomes

We have proven clinical outcomes for prediabetes, diabetes, hypertension, weight management and integrated mental health—and are willing to put fees at risk based on outcomes for our chronic care solutions.

## Affordable care

Our integrated whole-person virtual care with referrals and navigation to in-person care if needed, drives lower total cost of care for patients and members.

## Consumer experience

We provide a simple, unified experience with connected devices and a dedicated care team—driving engagement and care plan adherence, informing personalization and promoting sustainable behavior change.

## Market growth

Virtual primary care is a new access channel. And a virtual-first health plan design offers convenient and affordable hybrid care that appeals to both employers and consumers, while driving specialty referrals, market growth and brand loyalty for our plan partners.

## Care coordination

Our integrated solutions allow for greater coordinated care across the health system, helping to prevent inefficiencies, improve the patient/member experience and augment core capabilities to expand capacity and close care gaps.



~20%

of total Star Ratings performance is tied to members living with chronic conditions



65%

of Primary360 members had not seen a PCP in 24 months



+60

Net Promoter Score (NPS) across our full book of business



44%

of members who use Mental Health report that they would not have received treatment without access to our services



## OUR PARTNERS OUTPERFORM INDUSTRY AVERAGES

Our partners' Star Ratings across chronic care measures addressed by our programs significantly outperform the national average by +1 star.<sup>3</sup>

### Diabetes

Star measure by program	Average Star Ratings	Difference
Blood sugar control	<div> <div></div> <div></div> </div>	+0.9
Kidney disease monitoring	<div> <div></div> <div></div> </div>	+0.7
Diabetes eye exam	<div> <div></div> <div></div> </div>	+0.9
Rx adherence for diabetes	<div> <div></div> <div></div> </div>	+0.8
Statin use in people with diabetes	<div> <div></div> <div></div> </div>	+0.5

### Hypertension

Blood pressure control	<div> <div></div> <div></div> </div>	+1.5
Rx adherence for hypertension	<div> <div></div> <div></div> </div>	+1.3
Rx adherence for cholesterol	<div> <div></div> <div></div> </div>	+0.8

● Teladoc Health Partner\* ● National Average\*\*

\*Weighted average based on plan membership for plans that had deployed Teladoc Health chronic care solutions during measurement year. \*\*2023 CMS MA Part C and D Star Ratings

“

So much of health equity is understanding what works for whom and in what context. We are intentional from the outset about health equity in the design of our products so that members of all abilities can engage with our products and services seamlessly



**Saryana Loehrer,**  
Chief Health Equity Officer,  
Teladoc Health

# Solutions that fit the needs of your organization and the people you serve

With our broad, integrated virtual care services and full network capacity across 50 states, Teladoc Health is the network you and the people you serve can trust. Partnering with us allows you to complement and augment your capabilities to close care gaps, enhance clinical outcomes, strengthen member retention, advance health equity and lower the total cost of care.

We enable payviders to boost member and patient engagement, satisfaction and adherence to care programs by delivering a seamless data-driven, personalized experience that drives brand loyalty.

## Virtual care platform

**Solo™** is an enterprise-level connected care software solution, designed to support any use case, healthcare setting and budget. A cloud-based solution purpose-built for clinicians and care team members, Solo helps you optimize your existing technology investments, empowering you to create a patient-centric, integrated and scalable virtual care experience.

- Easy to integrate: Works with your existing technologies and adapts to any clinical workflow
- Increases satisfaction: Create continuity between virtual and in-person care to support ongoing clinician-patient relationships
- Enhances care delivery: Gain insights that help you identify opportunities to optimize efficiency and accelerate clinical decision making

## Chronic Care

We offer flexibility with our chronic care solutions so clients can focus on one condition or provide members with the added value of an integrated approach that addresses multiple chronic conditions. Within all our solutions, Teladoc Health can connect your highest-risk members with a provider for additional oversight and medication optimization as part of a personalized care plan to deliver even better outcomes.

**Diabetes Management** provides personalized tools and coaching support to help members track blood sugar, develop healthy lifestyle habits and improve glycemic control.

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

**Prediabetes Management** combines an evidence-based curriculum, activity tracking, coaching and support to help keep members on track with their health—and we are fully recognized by the Centers for Disease Control and Prevention as an organization well-positioned to prevent diabetes.

**Weight Management** is an evidence-based program that helps members manage their weight by focusing on lifestyle behavior change. Program features have been greatly expanded to include focused coaching, nutritionist guidance and provider support for members taking GLP-1s.

## Mental Health

**Mental Health** provides a continuous mental health experience that delivers long-lasting results and includes:

- Convenient and private access to mental health professionals when/where members want to meet
- Clinical assessments to evaluate symptoms, severity and impactful life events
- Personalized care plans that use AI to help analyze insights gathered from the assessment and recommend treatment
- Clinical therapy by licensed therapists or board-certified psychiatrists
- Evidence-based digital tools for immediate relief of episodic distress and ongoing support
- Crisis management for immediate interventions with crisis counselors and guidance to nationally recognized crisis response resources
- Live mental health coaching with certified coaches, paired with digital activities and 1:1 support to help them maintain progress and sustain improvement.

## 24/7 Care

**General Medical** offers convenient 24/7 access to low-cost, high-quality virtual urgent care for everyday health concerns, and our caregiving capability extends General Medical to members caring for a loved one, including three-way calls with providers.

## Primary Care

**Primary360** helps overcome access challenges by offering members a choice of virtual, in-person and hybrid care, Teladoc Health primary care providers and specialty referrals to network clinicians and services. This is a comprehensive care model that includes focus on wellness and prevention, chronic care management, integrated mental health support and seamless referrals.

## Specialty Care

**Dermatology** provides convenient and reliable skin care for a wide range of conditions.

**Nutrition** includes registered dietitians who provide nutritional guidance, custom meal plans, shopping guides and more.

**Musculoskeletal (MSK)** care is offered through strategic partnerships to treat a wide range of MSK needs, including chronic pain, injury prevention and more.

# The proof is in the results

## Case study: Improving employee well-being with 24/7 mental health support

Teladoc Health partnered with one of Indiana's largest physician networks to improve the well-being of its 3,000+ employees with 24/7 virtual mental health support. In addition to greatly increasing engagement, the health system found that strengthening resilience leads to a happier, healthier, more productive workforce.

The mental health virtual care solution enabled the system to:

- Mitigate burnout rates
- Support lasting behavior change
- Enhance patient care delivery

Payviders cater to unique populations, each with specific needs that necessitate a wide range of solutions. A strategic partner such as Teladoc Health, with its extensive market experience, can significantly support these needs. Teladoc Health can help address care gaps, enhance patient and member experiences, deliver improved health outcomes and seamlessly integrate with in-person care and existing care networks—complementing them effectively.



**One partner** for a broad spectrum of healthcare services



**Personalized and timely support** across physical and mental health



**Proven clinical outcomes** and member satisfaction



All programs accessible through **one integrated experience**

# 300%

increase in enrollment after highlighting the solution on their wellness portal<sup>1</sup>

# 60%

of members seeking treatment for depression symptoms saw meaningful improvement<sup>2</sup>

# 40%

of members seeking treatment for anxiety symptoms saw meaningful improvement<sup>3</sup>



# “

As a large healthcare system, employee burnout was on our radar. We wanted to increase employee engagement with mental healthcare. Teladoc Health's outstanding commitment to whole-person care made our decision easy.

– **Benefits manager,**  
Large health system in Indiana

<sup>1</sup>300 payviders comprising 63% of national health plans per AIS data (n=475 in Dec '22) Digitalhealthbuzz.com/payviders-part-1-the-rising-success-of-the-payvider-market/

<sup>2</sup>Guidehouse analysis of a survey conducted by HFMA in Aug 2021, Payvider Survey Summary Report

<sup>3</sup><https://www.thenationalcouncil.org/news/certified-communitybehavioral-health-clinicsproviding-expanded-access-to-mentalhealth-substance-use-care-during-covid-19-pandemic/>

<sup>4</sup>Cient-reported data

<sup>5</sup>Teladoc health Business Review for an Indiana Health system with member outcome data through January 30, 2023

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

**Teladoc**  
HEALTH