

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

Weight Management

Hypertension Management

Primary Care

24/7 Care

Mental Health

\$294kCOST SAVINGS
FOR TELEHEALTH¹**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 require a solution that gives members access to high-quality whole-person care, no matter where they are and when they need it. A whole-person virtual care solution from Teladoc Health has proven to meet the organization's challenges in providing care globally as well as deliver improved health outcomes.

Challenge

Bringing consistent benefit support to a large global workforce is a challenge, especially when members are dispersed across more than 170 countries, often move internationally and sometimes have 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. AFSPA also needed a solution to control escalating healthcare costs, especially for members managing chronic conditions such as diabetes and hypertension.

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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



Solution

AFSPA began offering virtual care through Teladoc Health because it could seamlessly provide mental health support across the globe. AFSPA then began to address the costly health conditions driving up claims and leveraged its partnership with Teladoc Health to implement Diabetes Management and Hypertension Management. Because of the success it saw with these condition-specific virtual care programs, AFSPA has since gone all in on telehealth and today provides a full suite of whole-person virtual care, including chronic condition management, mental health, 24/7 Care and primary care services to its employees.



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

Results

AFSPA reports significant cost savings, member engagement and improved health outcomes,³ including:

1.5%

AVERAGE
REDUCTION IN A1C

**8.1
mmHg**

AVERAGE
REDUCTION IN
SYSTOLIC BLOOD
PRESSURE

3.1%

AVERAGE WEIGHT
LOSS

91%

OF WEIGHT
MANAGEMENT
MEMBERS ENGAGED
IN SELF-GUIDED
ACTIVITIES

*The testimonials, opinions and statements reflect one member's personal experience with Teladoc Health. Results and experiences may vary from person to person and will be unique to each member. The testimonials are voluntarily provided and are not paid. The individual in the photo is not the member who provided this testimonial.

¹Teladoc Health April 2024 telehealth utilization report

²Teladoc Health 2021 client year-end business review

³Teladoc Health 2023 client year-end business review

Learn more: TeladocHealth.com/engage

Teladoc Health is the global leader in virtual care. The company is delivering and orchestrating care across patients, care providers, platforms and partners—transforming virtual care into a catalyst for how better health happens. Through its relationships with health plans, employers and health systems, Teladoc Health fuels clinical excellence and applies the power of technology to help people live their healthiest lives.

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