



Client success story

# Expanding care for front-line healthcare workers

**Industry:** Ambulance services

**Covered Employees:** 3,200

**Virtual Care Offering:**

- General Medical
- Primary360
- Mental Health Complete
- Chronic Condition Management Plus

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After using the General Medical service from Teladoc Health for three years, we had such great results that we decided to go all-in and expand our offerings to include services for primary care, mental health and chronic condition management.”

- Benjamin Swig, Director of Healthcare Innovation & Strategy, Acadian Companies

## Summary

Acadian Ambulance places a high priority on the health and wellbeing of its employees, who also happen to be front-line healthcare workers. As a leading medical transportation service provider, they understand that healthy and happy employees are crucial to providing quality care to patients in stressful situations. To support their employees' health, Acadian partnered with Teladoc Health to provide virtual General Medical services.

After three years of seeing exceptional results with the General Medical solution, Acadian decided to expand their virtual care offerings to also address primary care, mental health and chronic conditions. This unique and mutually beneficial partnership has allowed Acadian to provide high-quality healthcare to its employees, ensuring they are well-equipped to provide top-notch care to patients, while reducing the organization's overall cost of care.

## Expanding preventative and mental healthcare while reducing costs

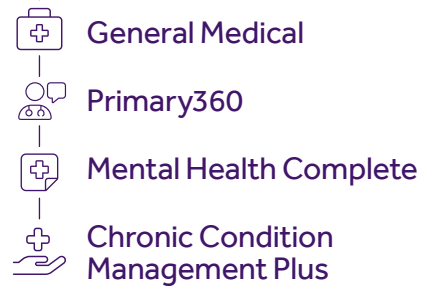
Acadian needed to address the costs associated with high utilization of emergency and urgent care visits for preventive care and non-emergency needs. Thanks to the utilization data it collected from the Teladoc Health partnership, the company gained insight into exactly where the highest cost claims were coming from and addressed them accordingly.

As a first-responder organization, Acadian recognizes the critical significance of mental healthcare for front-line workers. It was imperative for the company to provide evidence-based solutions that could effectively address a broad range of conditions, severity levels, and engagement preferences. Acadian sought a mental health solution that would prioritize privacy, confidentiality, and ease of access, while also offering an independent access point separate from the traditional mental health access plan. This solution aimed to eliminate barriers to access and provide immediate relief to workers, while also mitigating the risk of developing other complex conditions.

**Members who used Teladoc Health General Medical services who would have gone to urgent care otherwise<sup>1</sup>**

**55%**

## Real-time data helped Acadian expand its offering to achieve whole-person care.



Teladoc Health Mental Health has been a welcome and much needed benefit for our employees, given all of the stressors in healthcare nowadays and with an appropriate emphasis on mental health support. Having an additional access point that is not only familiar and trusted, but also independent and assures their privacy, has been a huge win and benefit for all of our employees. For anyone thinking about layering additional services onto a base Teladoc Health product, mental health has been a very effective and well-accepted access point that has truly provided a comprehensive and common sense approach to access more comprehensive care."

- Dr. Charles Burnell, MD, Chief Medical Officer, Acadian Companies

### Creating an evidence-based solution to support employees

Three years into a successful experience with the General Medical solution, Acadian had a wealth of relevant data around quality measures and other points that allowed its team to make thoughtful benefit decisions that would positively impact its population and support an expansion effort with Teladoc Health. Based on its insights, Acadian added Primary360, Mental Health Care Complete and Chronic Condition Management Plus to support its employees' longer-term healthcare journeys. Furthermore, the organization has been able to reach more of its members who have been historically resistant to seeking help, especially for their mental healthcare needs. This thoughtful, member-focused expansion was exactly what the company had been seeking. It was able to integrate the new services seamlessly into its ecosystem and bring more convenience to members.

### Increasing engagement through best practices

- Comprehensive onboarding with dedicated training on Teladoc Health app and services
- Early executive support and timely communications from company leadership to encourage engagement
- Continuous quality monitoring of Teladoc Health utilization data to ensure the effectiveness and reach of the programs
- A unified member experience across a suite of virtual care services to ensure the ability to address the broadest spectrum of needs

**38.5%**  
of users are between  
the ages of 31-45<sup>1</sup>

**68.3%**  
utilization<sup>1</sup>

### Achieving substantial cost savings and engagement

Acadian's expansion into a deeper partnership with Teladoc Health has been overwhelmingly positive. Key results from Acadian's virtual care programs include high member utilization, increased usage among members choosing to use telehealth over urgent care, substantial cost savings and the ability to address the broadest spectrum of needs. Offering a comprehensive whole-person approach to care can help people achieve better health outcomes and reduce costs over the long term.

**73%**  
member satisfaction  
ranked as excellent<sup>1</sup>

<sup>1</sup>Teladoc Health Utilization Report for Acadian Ambulance with member outcome data through December 2022

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.

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**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.

