

Client success story

# Virtual care reduces time away and empowers employees to take charge of their health



**Industry:** Automotive

**Employees:** 3,000

**Virtual care offerings:**

- General Medical
- Diabetes Management

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We feel like we're getting the most bang for our buck with these services. Virtual care was a crucial addition to our benefits offering because we wanted the best of the best for our employees and their loved ones.

**Annessa Wilkin, Benefits Manager,  
Ken Garff Automotive LLC**

## Summary

**Ken Garff Automotive Group not only prides itself on selling the highest-quality cars, but also putting people first. Its favorite three words are: "We hear you." That not only applies to customers, but its employees as well. So with the cost of healthcare continuing to rise and the medical needs of its employees changing,** Ken Garff knew it needed a healthcare solution that provided more affordable, flexible options to its employees. The company wanted to provide care that would empower its employees to take charge of their health, make healthy lifestyle changes and achieve better health outcomes every day. It trusted Teladoc Health to deliver the right combination of digital health solutions to a workforce who wouldn't have normally thought to use virtual care.

## Convenient care for complex conditions

**Ken Garff needed to find a way for its employees to take control of their own health and wellness,** but it wasn't always easy or possible for them to take time off work to visit the doctor. The company was already offering Teladoc Health's General Medical services successfully, so when the company saw increased claims around diabetes-related illness in 2020, it turned to Teladoc Health once again.

## Understanding leads to a more engaged population

The employees were slow to adopt the new diabetes management program at first. So, together, Teladoc Health and Ken Garff developed a robust marketing strategy that included advertisements on the "Garff TV" in the break rooms to showcase the program and its health benefits. The company also sent email communications to educate employees on how to best use the program to start seeing results. After implementing these strategies, employees started sharing their experiences seeing improvements in their health. With some simple marketing and education, A1c levels decreased while enrollment and engagement rates increased—leading to a healthier workforce.



## A solution that empowers a busy workforce

- **Convenient access** to care services that reduce time away from work and overall health costs
- **Easy-to-use and effective technology**, including connected blood glucose meters, gives people the tools and support to achieve sustained health improvements
- **Marketing and engagement strategies**, optimized by different populations, increase engagement and drive lasting behavior change

## Building upon a trusted and collaborative partnership

Providing high-quality virtual healthcare options proved to be the right choice for Ken Garff and its employees.

### Clinical outcomes

**1.7%**  
AVERAGE REDUCTION  
IN A1C<sup>1</sup>

### Cost savings

**+\$400K**  
GENERAL MEDICAL  
CLAIMS SAVINGS IN 2022<sup>2</sup>

**56%**  
OF MEMBERS WHO USED  
GENERAL MEDICAL  
SERVICES WOULD HAVE  
OTHERWISE GONE TO  
URGENT CARE<sup>3</sup>

“

When I have a less than perfect result, [Teladoc Health] gives me real-time suggestions on next steps. It has made me much more confident in my ability to manage my diabetes.

**Ken Garff employee**

### Ken Garff engagement and satisfaction results

**35.9%**  
UTILIZATION OF  
GENERAL MEDICAL<sup>2</sup>

**+81**  
NET PROMOTER  
SCORE<sup>1</sup>

**91%**  
ENGAGEMENT  
IN DIABETES  
PROGRAM DEVICE  
MONITORING<sup>3</sup>

**23 MIN**  
AVERAGE GENERAL  
MEDICAL RESPONSE  
TIME<sup>2</sup>

<sup>1</sup>Teladoc Health Business Review for Ken Garff with member outcome data through December 31, 2022.

<sup>2</sup>Teladoc Health Utilization Report for Ken Garff with member outcome data through December 31, 2022.

<sup>3</sup>Teladoc Health Business Review for Ken Garff with member outcome data through September 30, 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.

