

Client success story

Virtual engagement transforms diabetes prevention for Medicare beneficiaries

Faced with low enrollment and lackluster performance in the traditional Medicare Diabetes Prevention Program (MDPP) required by CMS, a large national Medicare health plan sought a more engaging, accessible way to help those at risk for type 2 diabetes. By partnering with Teladoc Health on diabetes prevention, the plan delivered evidence-based resources, connected experiences elevated by technology and personalized coaching to help its members take control of their health. With high enrollment and engagement rates, beneficiaries saw measurable clinical improvements and weight loss, which prevented the onset of type 2 diabetes.

5%

enrollment rate with Teladoc Health DPP, compared to only 0.01% enrollment in MDPP¹

67%

of active members lost weight²

47%

of members who lost weight lost more than 5% of their starting weight²

99%

of active members use a connected scale²

+65

NPS, an increase in 2025^{2,3}

Large national Medicare Advantage health plan

- 623,000+ eligible plan members
- 28,151 members enrolled in Teladoc Health DPP

More impact with each engagement

While MDPP offers an important foundation, its structure—relying heavily on intermittent, in-person weigh-ins and group sessions—can make sustained engagement challenging, particularly for older adults and those in rural communities.

As a fully virtual program, diabetes prevention with Teladoc Health follows evidence-based guidelines aligned with the CDC’s national diabetes prevention program (DPP) curriculum, layering in connected technology, digital tools and data-driven, personalized coaching to keep members engaged every step of the way.

Connected technology and personalized experiences yield high member engagement

On average, members engage with the Teladoc Health program 18 times per month,² logging in to use a variety of tools to track progress, get real-time feedback and build healthier habits.

Members achieve weight reductions regardless of their check-in frequency, but more frequent scale use is associated with greater weight loss.

91%

engaged with self-guided activities like food logging,² an increase from 60% in previous cohort.³

Delivering meaningful, measurable outcomes

Over five years, engagement has soared. Nearly 28,000 people from the Medicare plan have enrolled in Teladoc Health DPP—a **5% enrollment rate**, compared to the 0.01% enrollment rate of the traditional Medicare DPP.

HIGH MEDICARE ENROLLMENT

0.01% Traditional Medicare DPP enrollment rate | **5%** Teladoc Health DPP enrollment rate

After six months of participation, 67% of activated members lost weight,² one of the most important factors in preventing or delaying type 2 diabetes.⁴ Nearly half (47%)² achieved more than 5% weight loss, a clinically meaningful threshold for diabetes prevention.⁵ While this was also true for the traditional Medicare DPP, **members enrolled in the Teladoc Health diabetes prevention program achieved more than 5% weight loss within a year**, which was half as much time as the traditional Medicare DPP.²

A more comprehensive approach to diabetes prevention to inspire lasting change

Supplementing the traditional MDPP benefit with diabetes prevention with Teladoc Health, this Medicare health plan unlocked greater access with higher enrollment¹, improved engagement and measurable results for thousands of members.

[Learn how Teladoc Health can help Medicare beneficiaries prevent or delay type 2 diabetes.](#)



Member spotlight

Medicare member Anne F. joined the program after her A1c rose to 6.5% and she worried about developing type 2 diabetes. With accountability from her coach, she focused on building small, sustainable habits.

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It's little changes that I can handle and then turn into part of my daily routine. Once that sticks, I add another. That's been working really well.

Anne F, Medicare member

TeladocHealth.com | engage@teladochealth.com

1. Teladoc Health analysis, Large Medicare Advantage Health Plan, January 2026.
2. Teladoc Health presentation for large health plan client, Data covering 03/18/2024 to 08/31/2025.
3. Teladoc Health presentation for large health plan client, Data covering 05/01/25 to 08/31/25.
4. Evaluation of the Medicare Diabetes Prevention Program (MDPP), Final Evaluation Report, March 2025.
5. "Prediabetes – Your Chance to Prevent Type 2 Diabetes." Centers for Disease Control and Prevention, Centers for Disease Control and Prevention, www.cdc.gov/diabetes/prevention-type-2/prediabetes-prevent-type-2.html. Accessed 27 Mar. 2025.

The testimonials, opinions and statements reflect one client's experience with Teladoc Health. Results and experiences may vary from client to client. The testimonials are voluntarily provided and are not paid.

About Teladoc Health: Teladoc Health 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.