

CLIENT SUCCESS STORY

Gallagher and Teladoc Health partner to expand care access for a local government workforce

Serving a multigenerational workforce with diverse healthcare needs requires solutions that are both accessible and cost-effective. To help the North Carolina Health Insurance Pool (NCHIP) meet this challenge, Gallagher, a leading insurance brokerage, risk management and HR benefits consulting company, and Teladoc Health partnered to deliver a coordinated virtual healthcare strategy for their shared client. Leveraging strategic benefits guidance from Gallagher alongside orchestrated virtual care and support capabilities from Teladoc Health, the collaboration enabled NCHIP to expand access, improve health outcomes and generate measurable savings for self-funded health plans. Here's what happened next:

85%

of members with uncontrolled diabetes (A1c $\geq$ 7%) reduced their A1c after 6 months¹

79%

of members with uncontrolled hypertension maintained or improved their blood pressure after 6 months¹

77%

of members with prediabetes experienced >3% total body weight loss¹

+\$1.9M

combined total net savings in 2025 for all solutions²

+68

NPS for all services,¹ an above average score indicating excellent satisfaction

North Carolina Health Insurance Pool (NCHIP)

- Founded in 2018
- Mission: To empower North Carolina's local governments with superior healthcare solutions, offering high-touch consultation and support
- 43 members with 19,000 lives

Prevention and management shift risks to results

For people with diabetes, reducing A1c is critical to managing long-term health risks and improving overall well-being. Among members with uncontrolled diabetes (A1c $\geq$ 7%), **62% got their condition under control** after six months, with an **average A1c reduction of 1.52%.**¹ Many members sustained their results with an average **1.9% reduction in A1c over 1.5 years.**¹ These improvements were supported by connected devices, digital coaching and personalized programs enhanced through Teladoc Health's unified data and predictive insights, guiding members toward timely, relevant actions. Each 1.5% reduction lowers the risk of serious complications and averages **\$4,477 in savings per member** over three years.³



Equipping HR teams with clear, consistent messaging

Employee-facing campaigns, including monthly wellness newsletters, open enrollment spotlights and educational sessions, emphasize 24/7 availability, affordability and convenience to drive strong utilization.

Because diabetes often coexists with other conditions, eligible members also receive support for hypertension and weight management. For those starting with uncontrolled blood pressure, **79% maintained or improved levels**, and **31% achieved full control**.¹ Among members with elevated BMI, **72% lost weight** after six months, averaging **7% weight loss**.¹

Connecting employees to care anywhere, anytime

In July 2025, NCHIP expanded their Teladoc Health solutions to include virtual primary care, and in just six months, **21%** of eligible employees registered for care.¹ Through strong outreach campaigns and meeting employees where they were, NCHIP saw quick and ongoing program adoption. Among program participants, **54% reported they had not seen a primary care provider** in two years.¹ Employees were able to secure appointments in **less than three days** from the time of request.⁴ This efficient process is critical, as **24% of eligible members indicated they would have forgone treatment** if Teladoc Health had not been available.¹

Employees report high satisfaction (**+68 NPS**)¹ and engagement because they can access expert care, prescriptions and support for themselves and their families.

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I love having the tools to check my weight and blood pressure each morning! I like the lessons that give me ideas. I feel more accountable.

NCHIP member
managing prediabetes and hypertension



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The most rewarding aspect is seeing Teladoc Health act as a true partner—proactive, accessible and committed to innovation. Their solutions demonstrate a forward-thinking approach that aligns with our mission to keep clients on the cutting edge of healthcare.

Wes Grigston, Area Vice President,
Gallagher

A model for the future of public sector healthcare

By partnering with Teladoc Health and leveraging Gallagher's strategic guidance, NCHIP demonstrated how virtual care can serve as a catalyst for how better health happens, advancing convenience, outcomes and value for employers while showcasing the impact of delivering and orchestrating care at scale.

This approach represents a powerful example of how partnership and innovation can transform healthcare delivery, proving that complex environments can lead the way in modern, virtual-first care.

[Find out how Teladoc Health can help you and your employees.](#)

Contact us: TeladocHealth.com/engage

Endnotes

1. Teladoc Health Portfolio Performance Summary, NCHIP, Data through December 31, 2025
2. Teladoc Health ROI analysis of combined solutions, NCHIP data through December 31, 2025
3. Stratton, I. et al. (2000). Association of glycaemia with macrovascular and microvascular complications of type 2 diabetes (UKPDS 35): prospective observational study. *BMJ*, 321(7258), 405-412.

4. NCHIP Annual Summit presentation, November 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.

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.