

Client success story

# Empowering employees and achieving strong ROI with a diabetes management solution



## AAA Club Alliance (ACA)

Service provider that offers automotive, travel, insurance and financial services

### Background

- Not-for-profit
- +4000 employees

### Goals

- Improve employee population health
- Provide high-quality 24/7 health support

### Virtual care offering

- Diabetes Management

## Identifying opportunities for cost savings and higher quality care

AAA Club Alliance Inc.'s mission is to provide the best possible service to millions of members who rely on them for automotive, travel, insurance and financial services. ACA also holds itself to the same standard when it comes to caring for their employees. To make sure they were providing the best possible healthcare benefits for their employees, ACA partnered with a benefits consultant to evaluate their health plan and identify opportunities for improvement.

The benefits consultant dug into ACA's medical and pharmacy claims data to determine which health conditions were the primary cost drivers for the ACA population — and diabetes quickly emerged as the top condition. With a number of significant and closely associated comorbid conditions, diabetes had a significant impact on ACA employees' healthcare costs, as well overall plan spend.

With this data in hand, the benefits consultant analyzed the healthcare marketplace to identify a diabetes management solution that could help ACA align with its company mission to provide exceptional 24/7 support. The right solution would help ACA improve employee population health, decrease costs and improve employee engagement with their healthcare benefits.

## Results

**41%**

enrollment<sup>1</sup>

**4.6x**

ROI after year three  
(net medical costs, 29%  
and net Rx Costs, 55%)<sup>2</sup>

**+72**

Net Promoter Score  
(NPS)<sup>1</sup>

## Improving lives by expanding access to personalized diabetes management

As a not-for-profit organization, ACA only invests in benefit programs that can demonstrate proven ROI. As ACA and the benefits consultant assessed the options for diabetes management, The Teladoc Health® Diabetes Management solution emerged as the clear winner. ACA partnered with Teladoc Health in 2019.

Offering on-demand educational resources and personalized coaching, the Teladoc Health Diabetes Management program leverages data — including individuals' health metrics, behavioral patterns, preferences and more — to trigger timely, actionable feedback that inspires better health decisions. Health coaches help reinforce good habits and deliver targeted support that fits employees' individual needs and lifestyles. This flexible solution was a strong fit for ACA's specific employee population needs. As a support-focused organization, ACA employees fill a broad range of roles. Many positions require employees to operate in fast-paced, high-stress environments and work long shifts on irregular schedules (call center employees, mechanics, tow truck drivers, etc.).

### Proven success



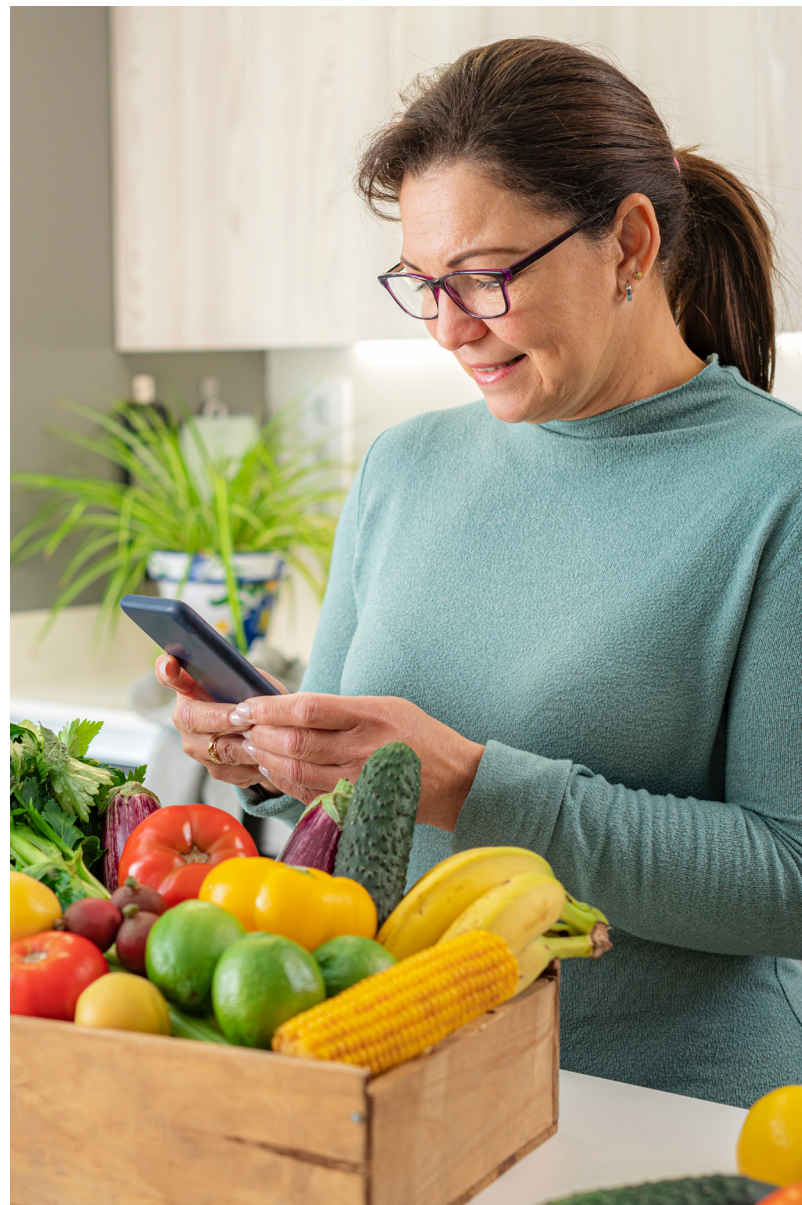
Flexible, personalized, on-demand management solution for employees with chronic conditions



Improved population health



Life-saving coaching and plan management guidance



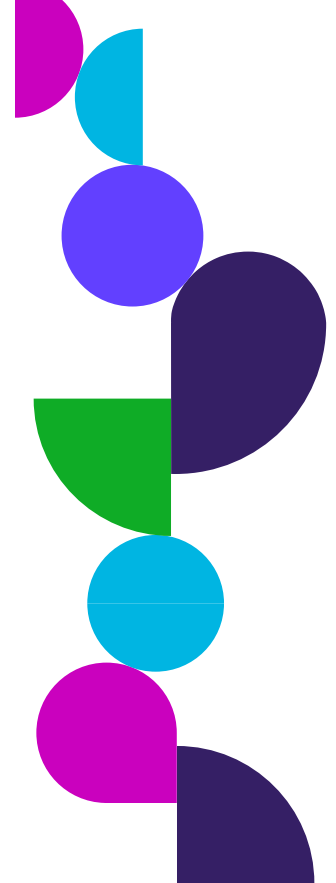
“

Teladoc Health offers great information and tools to help me manage diabetes. I am doing better with making better food choices.

ACA Member

The Teladoc Health Diabetes Management solution is available to all ACA employees and their immediate family members. To help ensure all employees are aware of this powerful benefit, ACA promotes the service across several different communication channels including new hire webinars, open enrollment webinars, benefits newsletters and email updates. These efforts have led to increased employee participation and engagement rates, including 41% enrollment, as well as improved health outcomes.<sup>1</sup> “Teladoc Health has made checking my levels easier. I do it more frequently which keeps me more accountable to myself,” said one ACA member.

By offering personalized, predictive analytics and individualized, high-quality health support available 24/7, the Teladoc Health Diabetes Management solution helps ACA employees improve the quality of life for employees managing chronic conditions such as diabetes. ACA has achieved a +72 Net Promoter Score and 4.6x ROI after three years.<sup>1,2</sup> With measurable cost savings and high employee satisfaction, the Teladoc Health Diabetes Management solution is helping ACA achieve their goal to improve the health of their employee population by providing exceptional healthcare benefits to their entire workforce.



“

The Teladoc Health Diabetes Management solution provides indispensable support for ACA's employees who are managing chronic conditions. One employee reported that the solution saved his life by helping him form a more effective management plan for his diabetes.

Principal, Benefit Consultant

[TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)

<sup>1</sup>July 2023 Business Review.

<sup>2</sup>The Teladoc Health medical savings and ROI methodology evaluated medical claims data across [Livongo] for Diabetes Management program participants that were 12-months post-launch of the programs.

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 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.