

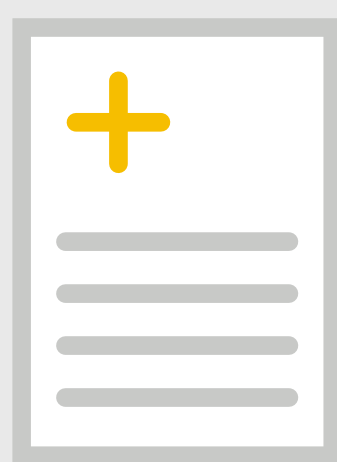
Accelerating the future of health equity:

ADDRESSING HEALTH DISPARITIES THROUGH PEOPLE, PRODUCTS, QUALITY AND ACCESS

HEALTH DISPARITIES, CULTURAL STIGMA AND PHYSICAL BARRIERS CAN HINDER EQUITABLE OUTCOMES

ADULTS DIAGNOSED WITH DIABETES¹

21.5%



Hispanic

13%



White

ADULTS RECEIVING MENTAL HEALTH SERVICES²

18.6%

Non-Hispanic White

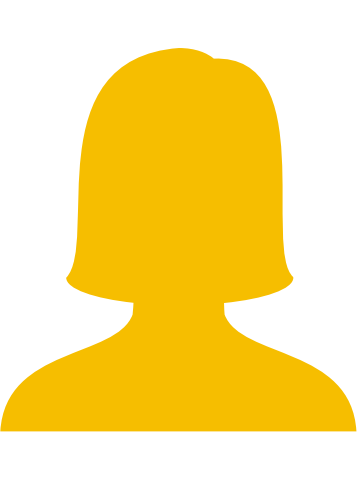
6.3%

Asian American



PEOPLE WITH DISABILITIES HAVE LESS ACCESS TO HEALTHCARE THAN THOSE WITHOUT DISABILITIES³

WE'RE PUTTING PEOPLE AT THE FOREFRONT



88%

of chronic care coaches are **female**⁴

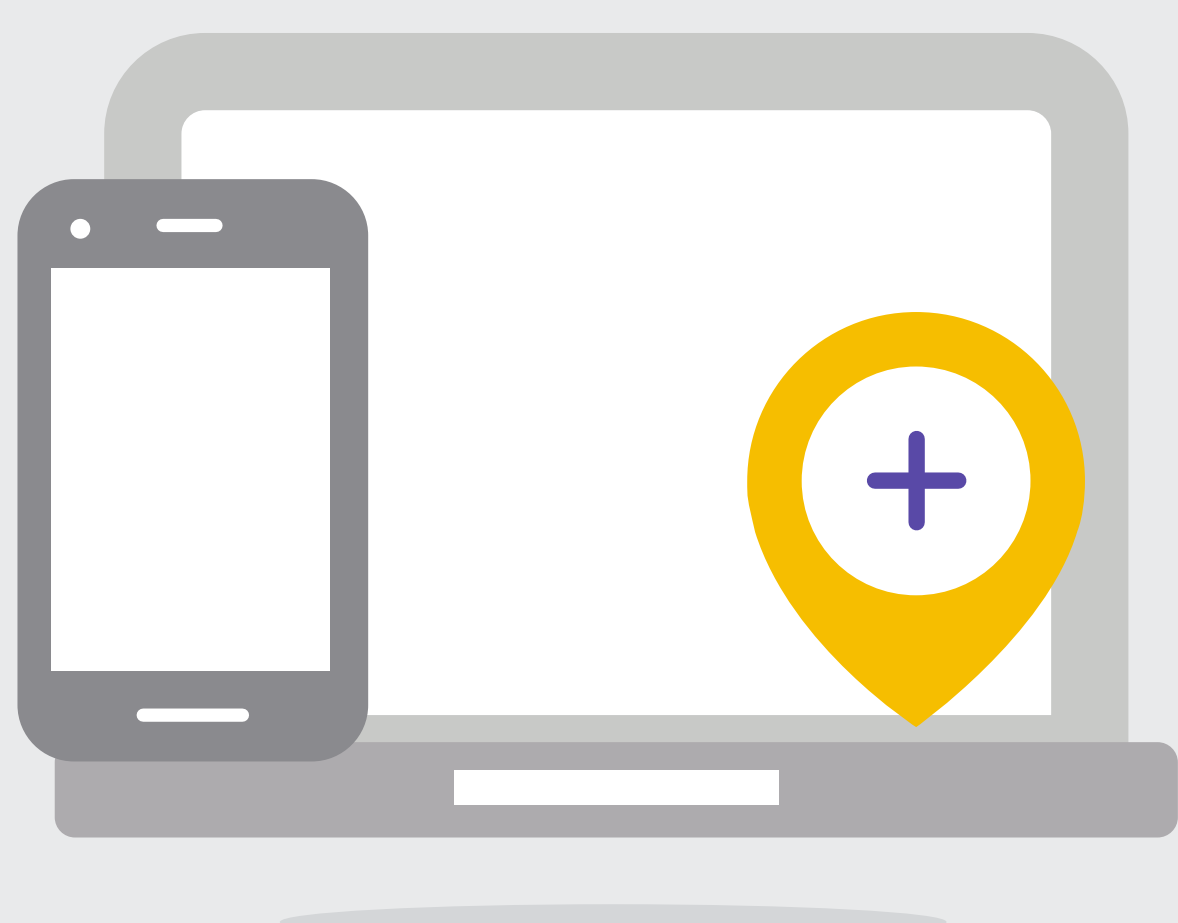


~40%

of chronic care coaches hired in 2021 are **from diverse backgrounds**⁴

6X INCREASE IN OUR ANNUAL SPENDING ACROSS CERTIFIED DIVERSE AND MINORITY SUPPLIERS⁴

OUR PRODUCTS AND SERVICES MEET CONSUMERS WHERE THEY ARE



More than half of active users of our chronic care solutions **live in vulnerable or underserved communities**⁴

Accommodating members with:


- Phone-based preferences
- Low-bandwidth circumstances
- Mobility issues⁴

WE PROVIDE QUALITY, CULTURALLY AWARE CARE

20+ 
GLOBAL MEDICAL DIRECTORS
INFORM CARE & PROGRAM DEVELOPMENT⁴

240+ 
LANGUAGES
AVAILABLE FOR SUPPORT⁴

AND WE ARE MAKING QUALITY HEALTHCARE MORE ACCESSIBLE

42% OF MENTAL HEALTH VISITS
 by Medicare Advantage members offered treatment that **would not have been sought otherwise**⁴

MEMBER COMMUNICATIONS
are written at or below a 6th grade level to **address varying health literacy levels**⁴

6TH

¹Centers for Disease Control and Prevention, "Health, United States Spotlight: Racial and Ethnic Disparities in Heart Disease," available at https://www.cdc.gov/nchs/health/spotlight/HeartDiseaseSpotlight_2019_0404.pdf (Accessed May 2, 2022).
²U.S. Department of Health and Human Services Office of Minority Health, "Mental and Behavioral Health – Asian Americans," available at <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=4&lvlid=54> (Accessed May 2, 2022).
³Centers for Disease Control and Prevention, National Center on Birth Defects and Developmental Disabilities, Division of Human Development and Disability. Disability and Health Data System (DHDS) Data [online]. (Accessed August 6, 2019).
⁴Internal Teladoc Health Data (PM017389.B)