

A more convenient way to access quality care

Insights from Teladoc Health Primary360



Primary care is key to improving overall health and well-being—from preventive care to earlier detection of serious illness and more. Yet many people today don't have a primary care physician (PCP). It's time to change that.

Building on our expertise in virtual care delivery, Teladoc Health introduced Primary360, a reimagined primary care solution, in January of 2021. Our analysis of more than 3,000 Primary360 members from initial rollout to December of 2022 reveals how the solution is connecting more people with primary care, strengthening their relationships with their physicians, improving health outcomes and creating a superior member experience while reducing the cost of care.

The need for virtual primary care solutions

4 out of 5

working-age adults do not have a strong relationship with a primary care physician¹—increasing health risks and a lack of follow-through on care recommendations

88%

of consumers say they want to continue using telehealth following its widespread adoption during the pandemic, with 64% preferring it for parts of their annual physical²

\$730 billion

in annual healthcare costs are driven by preventable disease and illness in the U.S.³

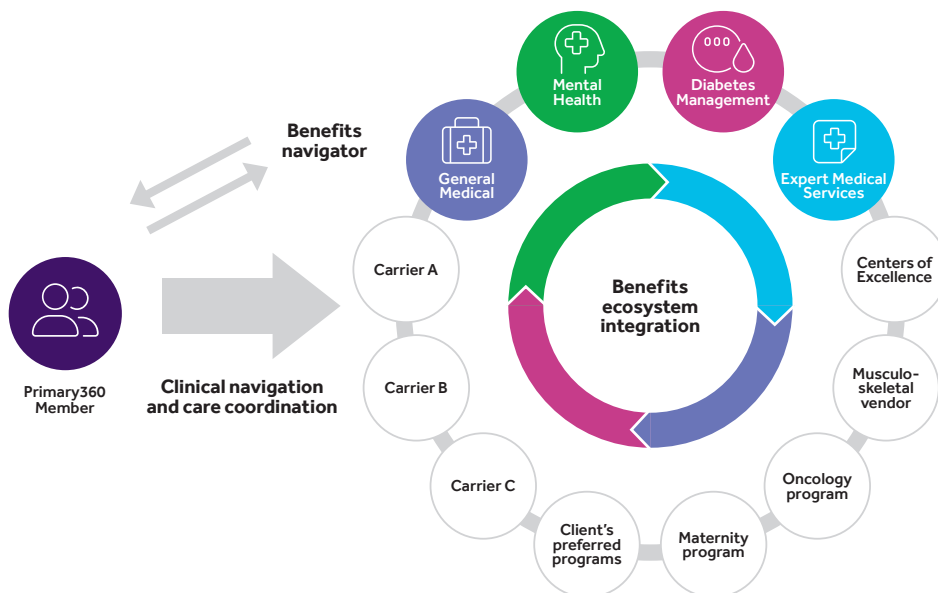


Primary care, reimagined

Primary360 allows members to select a dedicated PCP based on their preferences, such as gender or language, and receive a comprehensive, in-depth preventive visit as well as referrals to in-person care. Access to on-demand virtual urgent care is also coordinated as needed.

Each member is connected with a care team, which includes their PCP as well as nurses and medical assistants, ensuring the member is supported with any needs that arise. The care team develops a comprehensive care plan for the member that flexes over time based on their needs, inspiring long-term, trusted relationships.

Meanwhile, data integration with Teladoc Health and existing employer programs creates comprehensive, actionable patient views across the care continuum. For example, clinical details about a member's visit to a clinic for in-person care are shared with their Primary360 PCP for follow-up as needed, and vice versa. Additionally, members engaging with primary care and meeting criteria for the health plan's management programs are referred according to established criteria. This creates a more robust view of a member's needs for the care provider and a simplified member experience.





One member's experience

Getting started with virtual primary care

Julie is in her 30s and has not seen her previous primary care physician in over a year due to her hectic work schedule.

She is feeling overwhelmed by recent weight gain and is having trouble sleeping due to stress. Given her family history of stroke, high blood pressure and diabetes, she knows she needs to connect with a physician soon. Without convenient and affordable access to Primary360 through her employer, she would have continued to delay treatment for these health challenges or continued using urgent care.

New patient visit:

- After Julie schedules her appointment, the care team welcomes her to the program and ships her a blood pressure cuff with built-in heart rate monitor to capture vitals before her visit
- During Julie's 60-minute visit, her PCP addresses her elevated blood pressure, detected pre-visit using the blood pressure cuff that was sent to her. She is diagnosed with stage 2 hypertension and prescribed medication
- Julie's complaints of low back pain are addressed by encouraging exercise and healthy eating habits
- During the visit, her BMI of > 40 and fatigue are also addressed. Her PCP connects her to a high-quality dietician and specialists in sleep medicine, as well as a spine specialist to address her recent back pain
- PCP confirms Julie is up to date on all vaccines and screenings
- PCP orders lab tests, including lipid panel, CMP, CBC w/ differential, TSH, vitamin D & B12, HbA1c and urinalysis

Treatment and care plan:

- Prediabetes identified and diagnosed through blood work; oral medication started along with 3-6 month A1c monitoring
- Hypertension treated with prescribed medication
- Sleep apnea diagnosed via referral to sleep study and treatment with CPAP initiated
- Julie encouraged to engage in Teladoc Health mental health services based on the results of a mental health screening
- Back pain managed through weight loss and NSAIDs

Julie's relationship with her Primary360 PCP and care team helped lower her risk and total cost of care through early detection of chronic conditions and intervention. Through dietary changes and exercise, Julie lost 10 pounds. She also selected a mental health provider through the Teladoc Health Mental Health program and completed 10 visits. Within 10 months, Julie's blood pressure went from stage 2 hypertension (>140/90) to treatment goal blood pressure (120-129/<80). She also avoided one ER trip and seven urgent care visits.

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.



Increasing access to care

Today, the average wait time for a brick-and-mortar office visit appointment is 26 days,⁴ and the average visit duration is 18 minutes.⁵ With Primary360, people get seen faster and visits are longer, across a wide spectrum of needs—wellness, condition management, mental health, specialty care and beyond. In addition, the PCP and care team coordinate care and refer members to other virtual and in-person services like mental health and specialty care as needed.

Members can schedule a visit by appointment based on the PCP's schedule through the Teladoc Health mobile app or website.

Results include:⁷

New visit availability within 5 office days	100%
Average time to obtain care for a new patient's initial visit	< 1 week
Average new patient visit duration	47 minutes
Members who hadn't had a PCP prior to enrolling*	60%
Connections to in-person services	29%
Connections to Teladoc Health's Mental Health services	16%
Members who received a lab order	71%
Care team interactions that are member-initiated	35%
Average number of care team interactions within 12 months since first participation date	14
Members who would not have sought care otherwise	29%

Creating a positive member experience

It's easy for members to get started with Primary360. A streamlined intake process connects members faster to their chosen primary care physician based on preferences such as language and gender. Members also gain access to a care team—including their PCP, registered nurses and medical assistants—for support via the message center of the app.

The care team creates a personalized care plan for each member, including an after-visit summary, next-step recommendations and tasks, health goals and education—plus lab results, connections to other virtual services or in-person care and prescription details. By creating supportive long-term relationships with a trusted care team, the Primary360 solution helps members establish healthier habits for life.

Results include:⁷

Members with more than one visit	46%
Average visit per participant with a completed visit	1.9
Member satisfaction	97%
Net Promoter Score	75



One member's experience

Addressing gaps in care

Allen is in his 50s, and due to his busy job and life, has not seen a primary care physician in over two years. He knows he has work to do to get healthier and feel better, and he knows he needs help. He is struggling with obesity, anxiety and depression. **Without access to Primary360 through his health plan—which allows him to meet with his PCP from his home office—he wouldn't have sought treatment for these health challenges.**

New patient visit:

- After Allen schedules his appointment, the care team welcomes him to the program and ships him a blood pressure cuff with built-in heart rate monitor to capture his vitals before his visit
- During his 60-minute visit, Allen's PCP addresses his elevated blood pressure based on his at-home reading, as well as his goal to lose weight
- PCP orders lab tests, including lipid panel, CMP, CBC w/ differential, HbA1c and urinalysis
- PCP reviews Allen's status on preventive care screenings and recommends that he see a gastroenterologist for a colonoscopy
- PCP connects Allen with a dietician to address obesity (BMI >30) and a licensed Teladoc Health therapist to treat his depression and anxiety

Treatment and care plan:

- Hypertension and cholesterol diagnosed and medication prescribed for treatment
- Colonoscopy for cancer screening ordered and ultimately performed by a gastroenterologist
- Weight reduction with help of dietician now underway
- Mental health conditions identified and therapy initiated

Allen's new relationship with his Primary360 PCP and care team helped address gaps in care, identify new diagnoses and get him the support he needs to better manage his health and get back to feeling well. Allen engaged in the nutrition program and lost 10 pounds in the first three months. He now has a BMI under 30 and is no longer classified as obese. Allen's LDL levels went from high to normal when labs were repeated six months later, and his blood pressure was well-controlled within three months.

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Driving improved health outcomes

Beyond helping members manage their existing clinical needs, Primary360 supports their engagement in important preventative care practices.

Results include:

Eligible Primary360 members who completed a preventive care screening, scheduled a follow-up physician visit and received care plan guidance for their health status, condition-specific needs and/or diagnosis[§]

Blood pressure	82%
Body Mass Index (BMI)	99%
Mental Health [†]	90%
Tobacco use	100%

Eligible Primary360 members who were referred for and completed a preventive care screening[§]

Breast cancer	65%
Colorectal cancer	63%
Cervical cancer	77%

Eligible Primary360 members who experienced improved outcomes in three months

Blood pressure	56% ^{††}
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Reducing costs

Identifying undiagnosed chronic conditions and unmanaged mental health needs reduces the downstream negative effects on members' overall health and cost of care. The convenience of Primary360—combined with its ability to support better preventive care—reduces unnecessary ER visits and guides members to the most cost-effective healthcare services.

Early program results show a real impact on the cost of care. These results are expected to increase as more longitudinal data becomes available.



One member's experience

Turning to virtual care first

Aisha is in her early 40s and wants to lose 40 pounds, have more energy to enjoy her kids, get back into playing in her adult soccer league and get healthier overall. Her prior medical history includes right knee pain, allergies, high blood pressure and a partially removed kidney. She already uses virtual care for more urgent needs such as allergy relief. **Without access to Primary360, she would have used urgent care or even the ER when the knee pain was extreme.**

New patient visit:

- After Aisha schedules her appointment, the care team welcomes her to the program and ships her a blood pressure cuff with built-in heart rate monitor to capture her vitals before her visit
- During the appointment, her PCP addresses current issues of hypertension, obesity, arthritis in right knee, asthma and recurring allergic rash
- PCP orders lab tests, including lipid panel, CMP, CBC w/ differential, vitamin D, HbA1c and urinalysis
- PCP reviews preventive care status and refers Aisha for a mammogram
- PCP connects Aisha to a virtual nutritionist for elevated BMI and a virtual dermatologist for treatment of recurrent rash

Treatment and care plan:

- Discontinued use of arthritis pain medication, which had potential to damage kidneys, and replaced with safer pain medication regimen
- Added new medication to treat poorly controlled hypertension
- Recommended member start taking two antihistamine medications to prevent allergic rash from recurring
- Referred member to dermatology for recurring allergic rash, which previously led to numerous general medical and/or brick-and-mortar urgent care visits
- Discontinued over-the-counter sleep medication and replaced with melatonin, which is more appropriate for long-term use

Aisha's relationship with her Primary360 PCP and care team helped address a recurring issue with allergies that reduced her need for urgent care services and linked her with other clinical support to improve her overall health and wellness.

Looking forward

By design, the Teladoc Health Primary360 solution supports members throughout their healthcare journey. As people continue to engage in these services and build stronger relationships with their care team, we expect to see improved health and well-being outcomes for the long term. **That's the power of connected care.**

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* Based on participant survey response, participant has not seen a PCP in 24 months prior to their initial virtual primary care visit

**Based on participant survey response, 'where participants would have gone if Teladoc were not available'

† Care plan may have included a referral to mental health specialty care.

††Performance data of Teladoc Health clients, 2022

¹ Teladoc Health commercial claims analysis 2019-2020; little to no doctor/practice interaction in last two years

² "How Americans Feel About Telehealth: One Year Later" Sykes, 2021

³ The cost of preventable disease in the USA. Galea, Sandro et al. The Lancet Public Health, Volume 5, Issue 10, e513 - e514.

⁴ AMN Healthcare/Merritt Hawkins. 2022 Survey of Physician Appointment Wait Times and Medicare and Medicaid Acceptance Rates. Sept. 12, 2022

⁵ HealthDay News. PCPs Spend Average of 18 Minutes with Each Patient. Jan 7, 2021

⁶ Statista. 2018. "Amount of time U.S. primary care physicians spent with each patient as of 2018." April 2018

⁷ Teladoc Health Primary360 participant data from product inception through 12/31/2022 (CRUS-3364). N=4000+ Primary360 members

⁸ Analysis based on early program results using MIPS-based measure standards and augmented with text analysis across provider notes through 1/1/22-10/30/22. N=3,000 Primary360 members

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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.