



Teladoc Health and VSP Vision Care  
partnering for better health

# Eyeing chronic conditions to create value and help reduce gaps in care

Chronic conditions are prevalent, expensive and on a trajectory to grow significantly as the U.S. population ages.

Six in 10 Americans live with at least one chronic disease,<sup>1</sup> such as diabetes, high blood pressure or obesity. Additionally, the U.S. has the highest rate of people with multiple chronic conditions globally.<sup>2</sup> Treatment for people with chronic and mental health conditions accounts for 90% of the national \$4.1 trillion annual healthcare costs, and these costs increase exponentially with each additional condition.<sup>3</sup> By 2030, an estimated 83.4 million people in the U.S. will have three or more chronic diseases.<sup>4</sup>

## The link between chronic conditions and poor eye health

Many chronic diseases that affect the body can also affect the eyes. About one-third of adults over the age of 40 with diabetes have retinopathy (damage in the retina that can lead to blindness) but up to 95% of blindness caused by diabetes can be avoided with early detection and treatment.<sup>6</sup> In fact, the first sign of systemic disease in the body can often be detected in an eye exam,<sup>7</sup> allowing serious medical conditions to be identified and treated early. With preventable chronic conditions as a major contributor to the costs of premiums and medical claims, it is reasonable to say that earlier identification and intervention help prevent condition progression and reduce medical costs.<sup>9</sup>

FIVE CHRONIC DISEASES OR RISK FACTORS COST U.S. EMPLOYERS:



**\$36.4 billion**

A YEAR BECAUSE OF EMPLOYEE ABSENTEEISM<sup>5</sup>



**40% - 45%**

OF THOSE WITH DIAGNOSED DIABETES HAVE SOME DEGREE OF DIABETIC RETINOPATHY<sup>8</sup>



Heart disease is 2x as likely to occur in people with diabetes<sup>10</sup>



People with diabetes are 2-3x times more likely to have depression than people without<sup>11</sup>

## An innovative approach to detecting chronic conditions earlier

Effective action that addresses this epidemic requires collaborative efforts and a comprehensive approach. To that end, Teladoc Health®, the world leader in integrated virtual care, has partnered with VSP® Vision Care, the leader in health-focused vision care, to help members living with chronic conditions by using data insights to increase enrollment in health management programs, improve clinical outcomes and help reduce gaps in care. Through a data-sharing agreement with mutual clients, Teladoc Health and VSP identify gaps in care and notify members to take timely action.



For one large employer client,  
the collaboration found

**180**  
new members

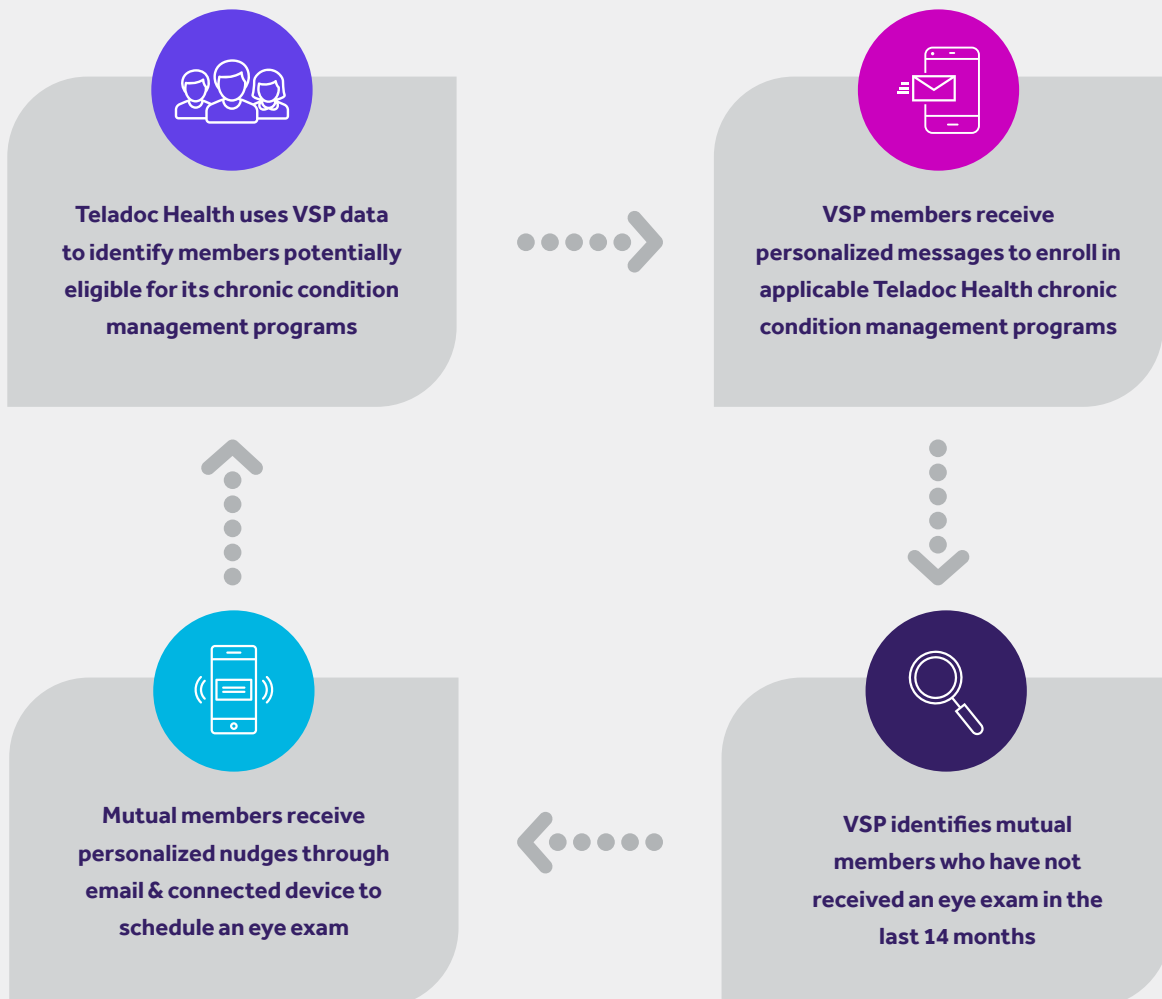
who were eligible for support for their diabetes through  
Teladoc Health, creating a potential of

**\$100,000**  
in annual savings



## How it works

Using data from VSP, Teladoc Health cross-references medical and pharmacy claims data, allowing for the identification of members who are potentially eligible for its chronic condition management programs. Meanwhile, data shared by Teladoc Health helps VSP identify additional mutual members living with chronic conditions who could benefit from VSP's eye exam outreach efforts.





## Inspiring positive, lasting behavior change and helping to close gaps in care

A study published in the *American Journal of Preventive Medicine* found that healthy behaviors account for 34% of resulting health outcomes, second only to socioeconomic factors.<sup>12</sup> By securely combining member-level data and connected blood glucose meters, Teladoc Health and VSP create personalized, timely interventions that help people make healthier decisions. This leads to improved eye health, better chronic care outcomes, increased engagement in Teladoc Health programs.

### A powerful partnership

Integrated, whole-person healthcare recognizes the many factors that influence an individual's ability to manage their health—especially for those living with chronic conditions. The unique partnership between Teladoc Health and VSP puts the patient at the center of care delivery, combining vision, medical and disease management into a connected, proactive solution. Data sharing and enhanced engagement strategies are used to identify and intervene when necessary to help reduce healthcare costs, improve clinical outcomes and assist with gaps in care closure.

#### SAMPLE PARTNERSHIP RESULTS<sup>13</sup>

**1.46**

average A1c reduction for members with a starting A1c of 7 or higher

**91.6%**

engagement with Diabetes Management

**+62**

average member Net Promoter Score



TELADOC HEALTH AND  
VSP CLIENTS EXPERIENCE  
THE VALUE OF THIS  
PARTNERSHIP



DIABETES PROGRAM

\$92 per participant, per month  
medical savings + \$29 PPPM Rx  
savings<sup>14</sup>



HYPERTENSION PROGRAM

\$60 per participant, per month  
+ \$7 PPPM Rx savings<sup>15</sup>

“

At Honda, we believe the relationship we have with Teladoc Health and VSP will only be further enhanced by their partnership, which provides our associates with personalized and timely outreach to manage chronic conditions. Our goal is to create a healthy culture that inspires, motivates and supports actions toward optimal well-being for our most important resource, our associates and their families. This partnership will advance that goal.”

**Honda North America's Benefits Team**

To learn more about how the Teladoc Health and VSP partnership can support your goals, contact us at: [engage@teladochealth.com](mailto:engage@teladochealth.com)





---

<sup>1</sup>Centers for Disease Control and Prevention. <https://www.cdc.gov/>

<sup>2</sup>Munira Z. Gunja, Evan D. Gumas, and Reginald D. Williams II. "U.S. Health Care from a Global Perspective, 2022: Accelerating Spending, Worsening Outcomes." Commonwealth Fund. January 2023. <https://doi.org/10.26099/8ejy-yc74>

<sup>3</sup>Data on file (Teladoc Health DS-4266.)

<sup>4</sup>Waters, H., Graf, M. "The costs of chronic disease in the U.S." The Milken Institute. August 2018. <https://milkeninstitute.org/sites/default/files/reports-pdf/ChronicDiseases-HighRes-FINAL.pdf>

<sup>5</sup>Centers for Disease Control and Prevention. "Workplace Health Promotion." Accessed March 14, 2024. <https://www.cdc.gov/chronicdisease/resources/publications/factsheets/workplace-health.htm>

<sup>6</sup>Centers for Disease Control and Prevention. "How to Promote Eye Health for People With Diabetes." Accessed March 14, 2024. <https://www.cdc.gov/diabetes/hcp/clinical-guidance/promote-eye-health.html>

<sup>7</sup>Human Capital Management Services, Inc. (HCMS) study on behalf of VSP, 2014.

<sup>8</sup>National Eye Institute: <https://www.nei.nih.gov/>

<sup>9</sup>Fragala, M., Shiffman, D. "Population Health Screenings for the Prevention of Chronic Disease Progression." *American Journal of Managed Care*, November 15, 2019. <https://www.ajmc.com/view/population-health-screenings-for-the-prevention-of-chronic-disease-progression>

<sup>10</sup>Centers for Disease Control and Prevention. "Heart Disease and Stroke." Accessed March 12, 2024. <https://www.cdc.gov/chronicdisease/resources/publications/factsheets/heart-disease-stroke>.

<sup>11</sup>Centers for Disease Control and Prevention. "Diabetes and Mental Health." Accessed March 15, 2024. <https://www.cdc.gov/diabetes/managing/mental-health>

<sup>12</sup>Hood, C.M., Gennuso, K.P., Swain, G.R., & Catlin, B.B. "County Health Rankings: Relationships Between Determinant Factors and Health Outcomes." *American Journal of Preventive Medicine*, February 2016. <https://doi.org/10.1016/j.amepre.2015.08.024>.

<sup>13</sup>Teladoc Health internal data pulled May 2024

<sup>14</sup>Data gathered from Teladoc Health and VSP data sharing campaigns. VSP ROI analysis completed October 2023.

<sup>15</sup>Data gathered from Teladoc Health and VSP data sharing campaigns. VSP ROI analysis completed October 2023.

\*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.

---

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

**About Teladoc Health:** Teladoc Health is on a mission to empower all people everywhere to live their healthiest lives. As the world leader in whole-person virtual care, the company leverages its 20+ years of expertise and data-driven insights to meet the growing needs of consumers and healthcare professionals across the full care continuum, at every stage in a person's health journey.

©2024 Vision Service Plan. All rights reserved. VSP is a registered trademark of Vision Service Plan

5719200 | 12182024 | PM022855.A

© Teladoc Health, Inc. All rights reserved.