



HEALTHIESTYOU COMPLETE BUNDLE

High-quality virtual care for small businesses and their employees



The HealthiestYou virtual care solution is designed to serve the unique needs of small businesses and their employees. Members can speak with physicians and therapists, access their records or compare prices for prescription medications all from the same intuitive, easy-to-use platform.

These integrated services offer a whole-person approach to care, from urgent medical needs to support for mental health, chronic care and complex conditions. Meanwhile, our high-quality care backed by clinical quality assurance protocols and data-driven programs offers a personalized healthcare experience that delivers better outcomes for your organization and the people you serve.

HealthiestYou benefits

- Connect to doctors with \$0 visit fees
- Get expert opinions
- Save time and money on prescriptions
- Dedicated Client Success Team to educate members and drive utilization

How it works



Initiate

The member initiates through app, web or phone.



Request

The member requests an on-demand visit or schedules a time.



Visit

The member visits with the physician via phone or video.



Resolve

The provider posts a visit summary to the member's file and prescriptions sent to their local pharmacy.



“

Using HealthiestYou for over a year now has eliminated the need to go to emergency rooms, specialists, and general practitioners and pay out of pocket for minor illnesses. With the amount I saved, I can only imagine what it saves my employer. I can't think of a negative to this awesome service. **HealthiestYou member**

Comprehensive suite of free, innovative services and tools

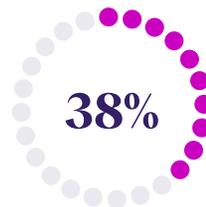
HealthiestYou intelligent notifications, combined with proven engagement strategies, keeps members in the know and helps clients save money. This intuitive solution guides members through the process to make informed decisions about who they see, where they go and how much they should expect to pay—all from the palm of their hand.



RESOLUTION RATE*



MEMBER SATISFACTION*



FIRST-YEAR UTILIZATION*

HealthiestYou \$0 visit fee covers:

- Dermatology
- Expert Medical Services
- Find a Provider
- General Medical
- Intelligent Alerts
- Mental Health Complete
- Back and Joint Care
- Nutrition
- Price Transparency Tools

*Teladoc Health Data

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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.

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Mental Health

Changing the paradigm of mental healthcare delivery



Sixty percent of today's workforce struggles with mental health issues,² yet the majority are not getting the help they need. Access, cost and engagement barriers to mental healthcare affect workplace retention and productivity.

The Mental Health Complete Solution provides accessible, evidence-based and personalized support for a wide range of mental health conditions and severity levels. Now, your population can enjoy care continuity that addresses all of their mental health needs the first time and over time.

Clinical care outcomes:

78%

PREFER A SINGLE UNIFIED EXPERIENCE FOR THE MANAGEMENT OF MENTAL AND PHYSICAL HEALTH¹

76%

OF MEMBERS WITH DEPRESSION REPORTED IMPROVEMENT AFTER THE THIRD VISIT³

75%

OF MEMBERS WITH ANXIETY REPORTED IMPROVEMENT AFTER THE FOURTH VISIT³

Digital program outcomes:

53%

REDUCTION IN DEPRESSION SCORES⁴

How it works



Assess

Looks beyond clinical measures alone to reveal live context and underlying motivations



Personalize

Removes burden of self-navigation while enabling choice and customization



Iterate

Supports engagement in the journey with progress measures and new materials



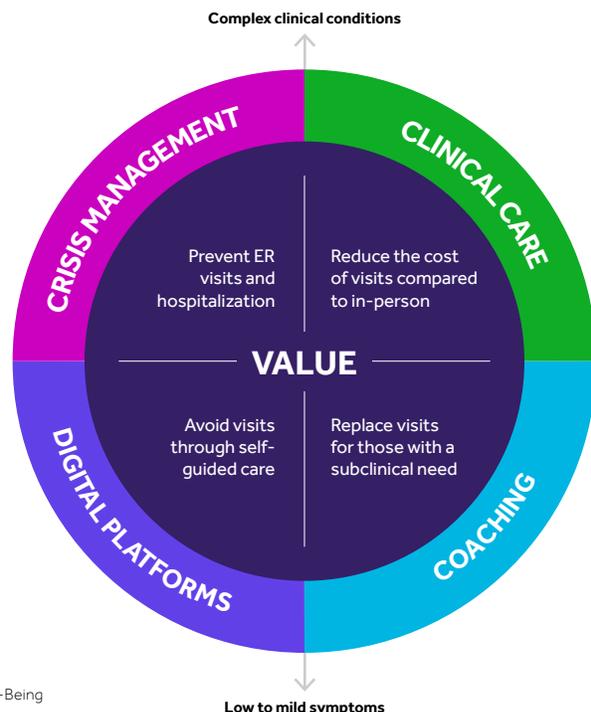
Top 5 reasons members love Mental Health Complete:

- 1 Clinical assessment that can be taken at any time, from anywhere
- 2 A personalized mix of digital, coaching and care that evolves with members' needs
- 3 Easy access to high-quality care that delivers meaningful improvement
- 4 A dedicated human coach to guide members throughout their entire experience
- 5 Built-in tools and programs to help manage symptoms wherever and whenever they pop up

Through intelligent personalization, Mental Health Complete guides members to the optimal mix of digital and clinical services according to their individual needs. With innovative self-guided digital programs, evidence-based live coaching, therapy, psychiatry and even crisis management, members can rest assured they are provided with the right care.

Personalized care yields the greatest value to our clients

Our personalized approach to care optimizes cost and quality while delivering a supportive experience that keeps members engaged and on track throughout their healthcare journey. Each step of care leads to specific net savings for clients, from addressing mild symptoms earlier to prevent costly and complex conditions to replacing expensive in-person visits with more affordable and accessible care options.



¹Survey conducted on behalf of Teladoc Health by TRC Market Research, April 8 – April 20, 2021.

²<https://www.conference-board.org/topics/natural-disasters-pandemics/press/Survey-Impact-on-Well-Being>

³Teladoc MH Book of Business. Data on file

⁴<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5395692/>

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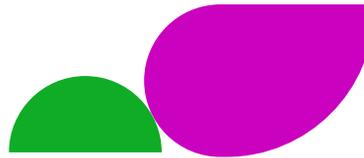
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Adolescent Mental Health Care

Convenient, high-quality care especially for teens



Now, young people can access mental healthcare according to their level of need, on their own terms—from self-learning digital resources for building and practicing coping skills to connections with licensed psychologists and therapists over video or phone.

Our solution lets adolescents conveniently connect and build ongoing relationships with mental health professionals of their choice without needing to travel or wait at a care provider's office. Crisis management support is also available for those most at risk.

Mental Health Complete key benefits:

- Access to high-quality care across a wide spectrum of mental health needs
- Personalized care plans to guide members to the optimal mix of specialized digital programs and care
- Dedicated 1:1 support to provide encouragement and navigational guidance throughout the experience
- Digital tools across 20+ topics especially curated for adolescents

Approximately

1 in 6

YOUTH REPORTED MAKING A SUICIDE PLAN IN THE PAST YEAR¹

60%

OF ADOLESCENTS WHO HAD AT LEAST ONE EPISODE OF MAJOR DEPRESSIVE DISORDER DID NOT RECEIVE TREATMENT FOR THEIR ILLNESS²

How it works

1

The primary adult fills out consent and intake forms in the Teladoc Health app.

2

Once these forms are completed, the primary member requests a visit on behalf of the adolescent.

3

The adult member must be present at the beginning of the visit to provide verbal consent to the care provider and address any concerns or questions.

4

The adolescent visits with their mental health professional via video, and at the conclusion of the visit, the adult will rejoin the call to schedule future visits.

5

The adolescent visits with the mental health professional as many times as needed to see improvement in mental health conditions.



“

I found this therapist who's really great, and I feel like I really connected and that she understands me. That's a really important part of therapy. You have to find someone you connect with and you trust.*

Emma K., member

Address adolescents' unique mental health challenges

Prior to the COVID-19 pandemic, up to 1 in 5 youth reported having a mental, emotional, developmental or behavioral disorder.³ Meanwhile, the number of high school students reporting consistent feelings of sadness or hopelessness increased by 40% and those seriously considering attempting suicide increased by 36%.⁴ In the wake of the pandemic, the U.S. Surgeon General issued an Advisory on Youth Mental Health Crisis, recommending that every child have access to high-quality, affordable and culturally competent mental healthcare.³ Let's work to address this trend and support better well-being for our nation's young people.

Common conditions treated:

- Anxiety
- Depression
- PTSD
- Stress
- Panic disorder
- Family issues
- Grief
- Trauma resolution
- School pressures
- Peer relationships/bullying

Teladoc Health Mental Health is available to members age 13 and above. Parental consent is required for individuals under the age of 18. The Teladoc Health software does not provide medical advice, diagnosis or treatment. Coaches have National Board for Health & Wellness Coaching certification, and guides have a bachelor's degree and training in evidence-based mental health engagement; coaches are not licensed mental health professionals. Mental health consultations are performed by licensed mental health professionals.

P.A. Crisis management services are performed by Vibrant Emotional Health or another third-party partner of Teladoc Health, Inc. Psychiatry consultations and live coaching sessions are not available for anyone under the age of 18.

*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. Professionals employed by or contracted with Teladoc Health Medical Group.

¹https://www.cdc.gov/nchstp/dear_colleague/2020/dcl-102320-YRBS-2009-2019-report.html

²<https://www.nimh.nih.gov/health/statistics/major-depression.shtml>

³<https://www.hhs.gov/sites/default/files/surgeon-general-youth-mental-health-advisory.pdf>

⁴<https://www.cdc.gov/media/releases/2022/p0331-youth-mental-health-covid-19.htm>

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CHRONIC CONDITION MANAGEMENT PLUS

An integrated approach to managing multiple chronic conditions



Treating the whole person is the key to lasting change

The impact of living with multiple chronic conditions is profound. Not only does it affect health and well-being, but it also contributes exponentially to the rising cost of healthcare.

Bringing together the best of hypertension, diabetes, prediabetes and weight management, then integrating it with mental health, can inspire lasting change.¹ It starts with a data-driven approach that leverages billions of data points to engage members effectively—no matter which condition, or conditions, they have. Connected devices and expert coaching offer comprehensive and personalized support for multiple conditions.

The impact of chronic conditions

48%

OF PEOPLE WITH CHRONIC CONDITIONS SAY MENTAL HEALTH ISSUES WERE A RESULT OF OR NEGATIVELY IMPACTED THEIR CHRONIC CONDITION²

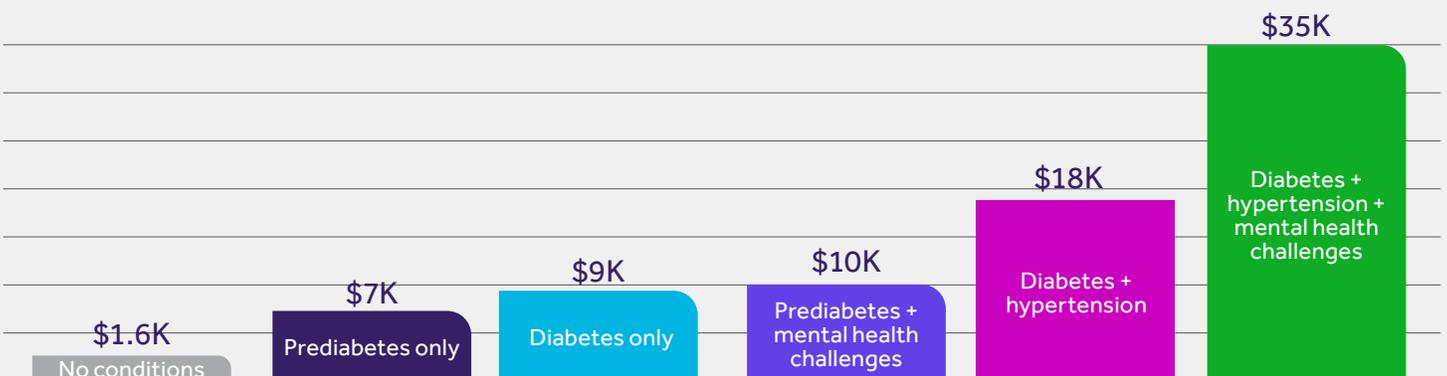
78%

PREFER A SINGLE, UNIFIED EXPERIENCE TO MANAGE THEIR HEALTH³

21x

ANNUAL COST PER PERSON WITH THREE CHRONIC CONDITIONS COMPARED TO THOSE WITH NONE⁴

Annual direct healthcare costs per person⁵





A connected approach to chronic conditions

Three solutions—each characterized by an anchor condition—offer an effective way to manage multiple health challenges and up to \$180 PPPM in cost savings⁶

- Diabetes Management Plus also includes tools to manage hypertension, weight and mental health
- Hypertension Management Plus also includes tools to manage weight and mental health
- Prediabetes Management Plus also includes tools to manage hypertension, weight and mental health

Key features

Connected devices

- **Relevant devices available** for each program members enroll in
- **Data collected in one place** for a unified experience

Personalized health signals

- **HealthNudges™** deliver calls to action when people are most receptive
- **Action plans** guide members based on health goals across conditions

Expert coaching

- **Certified coaches** provide support in their areas of expertise
- **Dedicated coach** across conditions provides members with long-term guidance and access

Measurable clinical outcomes

2.1%

AVERAGE A1C REDUCTION FOR MEMBERS WITH STARTING A1C >8% AND SUSTAINED OVER 5+ YEARS⁷

13-point

AVERAGE SYSTOLIC BLOOD PRESSURE REDUCTION AFTER ONE YEAR⁸

5%

AVERAGE WEIGHT LOSS FOR MEMBERS AFTER ONE YEAR⁹

¹Data on file (DS-10502, 2022)

²Chronic Condition Consumer Study, Teladoc Health, 2022

³Mental Health Research Report: Consumer experience with mental health services. Teladoc Health, 2022

⁴Data on file. (DS-4266)

⁵Ibid.

⁶Savings based on diabetes anchor condition using multi-condition ROI methodology, white paper available upon request

⁷Data on file. (DS-10609 for members starting A1c \geq greater than 8, 2022)

⁸Data on file. (DS-8290 for members starting in Stage 2, 2021)

⁹Data on file. (DS-12600 for highly engaged members starting with BMI \geq 30, 2022)

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