



Modernizing the healthcare experience

Proposal for Indian River Board of
County Commissioners

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To learn more, contact:

Bill Hepfinger
Area Vice President, Health Plan ASO Sales
whepfinger@teladochealth.com
(412) 996-1381

Teladoc Health, Inc.
2 Manhattanville Rd., Purchase, NY 10577

Proposal valid for 90 days
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Teladoc Health: The global leader in virtual care

Offering the only comprehensive virtual care solution spanning telehealth, expert medical, and licensed platform and other program services, Teladoc Health is accelerating the adoption of virtual care. Through our award-winning consumer-experience brands—Advance Medical, Best Doctors, BetterHelp, HealthiestYou, and Teladoc—we help millions of people around the world resolve their healthcare needs with confidence.

Teladoc Health serves more than 12,000 clients including the world's leading insurers, hospitals, and health systems, and 40% of the Fortune 500 employers. With offices around the world, we serve millions of people across 175 countries and deliver care in more than 50 languages.



2,400+
employees
worldwide

450+
medical
subspecialties

4M+
visits
in 2019

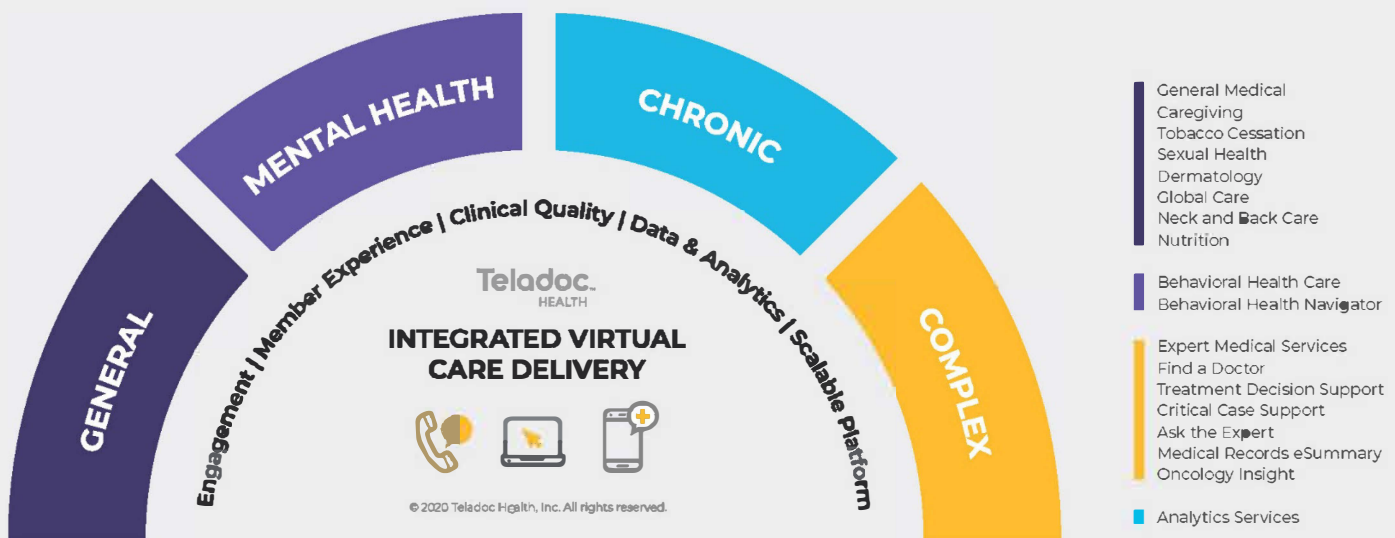
Addressing a broad spectrum of healthcare needs

Teladoc Health is creating a new paradigm for how patients access care by delivering a powerful, virtual, connected care platform.

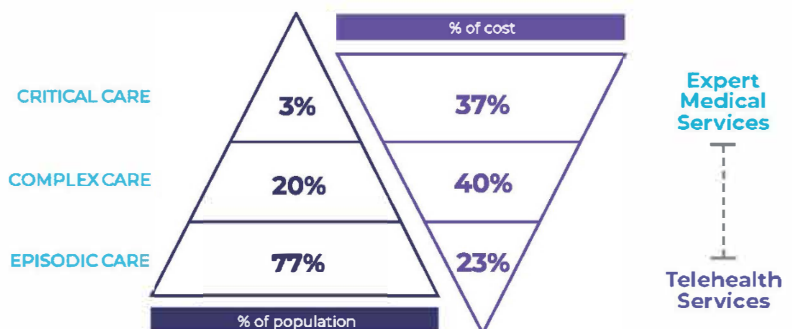


Our integrated virtual care services overview

We are the only solution able to address a broad spectrum of healthcare needs, from pink eye and skin rashes to mental health illnesses and cancer, regardless of where the patient is located or how they enter.



Managing the spectrum of conditions also affords us the capabilities to mitigate their associated costs.



General Medical



Offering a new front door to healthcare.

By giving members access to U.S. board-certified adult and pediatric doctors on demand by phone or video, they have easy access to the care they need from wherever they are. With General Medical, members with a broad array of healthcare issues—from cold and flu, allergies, bronchitis, and so much more—can be diagnosed, treated, and prescribed medication if necessary.

General Medical provides a new, more cost-effective front door to the healthcare system so members and their families can get back to feeling better, faster.

Convenience

Members love the 24/7 access to care by web, phone, or our award-winning mobile app.

Clinical quality

The experienced U.S. board-certified physicians in our network deliver the highest-quality care—resolving 92% of cases on the first visit.

Value

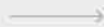
Teladoc Health's proven engagement approach reaches employees with relevant messages when and where they need it most.

How General Medical works



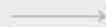
Initiate

Members register themselves and their children. Then they fill out a quick general health summary questionnaire.



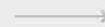
Request

Members request a visit through the phone, web, or app. They can have an on-demand doctor visit or schedule one for later.



Visit

The consulting physician will ask questions about the member's health status, diagnose the condition or problem, and treat the member.



Results

The physician will post a visit summary to the member's file, which the member can access through the app or web.

Dermatology



Access board-certified dermatologists without leaving the house.

Dermatology gives members convenient and reliable skincare for a wide range of conditions—without the wait.

Members simply log in to their Teladoc account, request a Dermatology consult, complete the intake form, and upload digital images of their skin issue. Within two business days, the member will receive a response from a board-certified dermatologist through the online message center. Members can ask follow-up questions and, when medically necessary, have prescriptions sent right to their local pharmacy.

Access

Members have 24/7 access to care for a wide variety of skin issues by web or mobile app.

Fast answers

Members get resolution to their dermatology concerns within two business days.

High-quality care

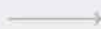
A board-certified dermatologist will review images, make a diagnosis, and provide a personalized treatment plan right in the app.

How Dermatology works



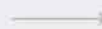
Initiate

The member provides basic information through web or mobile app.



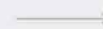
Upload images

Upload a minimum of 3 pictures of the skin issue for the dermatologist to review.



View results online

Within two business days, a board-certified dermatologist will respond through the online message center.



Follow up

Members can follow up with the doctor through the message center within 7 days of the initial visit.

The care experience

With an unwavering commitment to better outcomes, our doctors and specialists are the best in their field, backed by virtual care protocols and robust clinical quality assurance programs. Teladoc Health members are treated as a first priority. Our doctors listen, collaborate, and provide peace of mind.



Quality doctors

- More than 3,100 telehealth providers with an average tenure of 20 years
- Clinical activity, licensure, and disciplinary actions are verified continually

Trained on
100
proprietary clinical
guidelines for
virtual care

Quality care

- Members have quicker access to quality doctors
- Integrated care team aligned around patient needs

90%
member satisfaction

Quality control

- Monitor medication frequency against industry benchmarks
- Teladoc Health Quality & Care Committee, chaired by physician and former U.S. Senator Bill Frist, meets regularly to review documentation, diagnoses, and treatments
- Compliance certifications at the forefront of the industry

100%
of medical charts reviewed
for new providers in the
first 90 days

Modern technology designed with members in mind



Teladoc Health provides state-of-the-art service centers to ensure a seamless care experience.



End-to-end in-house solution



500+ service employees at three sites



24/7 client and member issue resolution



Fully redundant



Multilingual services

Our solution is backed by a flexible and scalable technology platform.

Scalability

- Can handle 100 million members
- Each tier scales horizontally with load balancers
- Regular stress testing, performance monitoring, and tuning

Security

- Third-party testing and certifications
- Multizoned network separated by firewalls
- Compliance policies with sanctions for non-compliance



Reliability

- Uptime >99.99%
- Significant, ongoing investment
- Extensive monitoring

Configurability

- System features can be turned on or off
- Instant, on-demand routing or scheduled visits
- Flexible & scalable to meet our clients' diverse needs

Easy implementation and onboarding

- 1 **Contracting:**
Service Agreement & Business Associate Agreement (BAA), if applicable
 - 2 **Engagement:**
Member communication strategy to drive utilization & ROI
 - 3 **Reporting:**
Configuration of benefit-specific and aggregate reports
 - 4 **Eligibility:**
Appropriate member eligibility and member responsibility solutions identified
 - 5 **Claims/invoicing:**
Claims submission via daily EDI 837 or monthly invoices for plan-paid portion
- Go live

Available to members in

30-90 days

Our implementation process can begin at any time of year and be configured to meet clients' unique needs.

-  **Training:**
Resource for your service teams, including providing information on new products and features
-  **Utilization strategies:**
Benefit design suggestions and member communication best practices
-  **Reporting:**
Utilization details, visit request and delivery methods, savings, top diagnoses and prescriptions, member satisfaction scores
-  **Regular meetings:**
Recurring account reviews, annual impact reviews, and strategy refinement meetings

average years of experience

23

Our dedicated Client Management Team works in collaboration with clients to develop strategy and deliver ongoing support.

Proposed investment

Performance Guarantees

We are committed to putting fees at risk and implementing performance guarantees for areas such as: guaranteed General Medical utilization, attaining positive ROI, member satisfaction, implementation, and more. We look forward to talking with you about what is most important and designing performance guarantees to achieve the desired results.

The pricing model features a per employee per month (PEPM) administrative fee.

Enrolled employees: 1,700

	PEPM	Yearly Agreement	Visit Fee	Notes
Telehealth Services				
General Medical	\$1.50	\$30,600.00	\$42.00	Telehealth Services includes: <ul style="list-style-type: none">• Dependent coverage• Implementation• Reporting• Member engagement<ul style="list-style-type: none">- Seasonal/reminder campaign(s)- Email curriculum- Digital marketing- Engagement Center assets- Data science and targeting- Welcome letters
Dermatology			\$75.00	

*One-time fee.

For General Medical, Dermatology, and Behavioral Health services, the Plan Sponsor can determine how much of the Visit Fee is paid by the member versus the plan. Generally, plan designs with low or no member contribution result in high utilization and therefore greater ROI. The PEPM is based upon the estimated number of enrolled employees listed above and may be subject to change based upon actual enrollment.



Teladoc Health:

Delivering unsurpassed care solutions to our clients and members

Best-in-class engagement model

used to drive utilization and long-term behavior change

Breadth of care needs met from pink eye and skin rashes to mental health issues and cancer

Expansive integrations & partnerships to engage in broader conversations about members' health

Global expertise & operations and world-renowned experts with regional expertise on a global scale

One partner meeting a wider array of needs to ease solution-point fatigue

Unparalleled ROI across health plan populations, driven by a highly differentiated suite of services spanning the spectrum

LEARN MORE

TeladocHealth.com | engage@TeladocHealth.com

About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

Teladoc
HEALTH