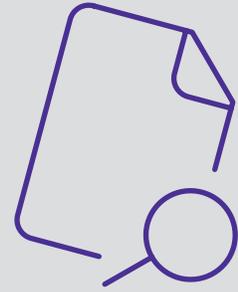


Considering telehealth?

Here's what you should look for.

Incorporating telehealth into your benefits package can reduce your medical costs while providing your employees access to a quality health care option. If you are considering telehealth, you need to find a completely integrated solution.



At a glance

12 million

members and growing

298,000

consults performed in 2014

95%

employee satisfaction

92%

patient issues resolved

Industry experience and leadership

Teladoc is the first and largest provider of telehealth services in the United States. We have dedicated a decade to developing the telehealth industry.

- Over 12 million members
- Over 298,000 consults performed in 2014, and over 500,000 consults projected for 2015
- Extensive experience working and integrating with national and local health payors, Medicaid plans and a range of employers from small/mid-size local employers to multiple Fortune 500 companies
- Management and operational teams with deep expertise in health care, including health payors, disease/care management, clinical practice, Health Information Technology, provider credentialing/networks and public policy
- Industry-leading expertise on regulatory compliance related to telehealth, and building and managing provider networks

Comprehensive coverage

Teladoc allows you to seamlessly incorporate a national network of U.S. board-certified, state-licensed physicians.

- All physicians are U.S. residents, board-certified and licensed in their respective state

- A pediatric network that can provide care for children of any age
- Coverage in all states
- Physicians average 20 years practice experience in internal medicine, family medicine, emergency medicine, or pediatrics
- Physician will call the member back within one hour, guaranteed

Clinical quality

Teladoc has a strong commitment to clinical quality.

- The first and only telehealth company in the U.S. to have a provider credentialing process that is certified by NCQA 
- All consults are performed by a physician, not physician extenders
- Primary source physician credentialing (NPDB, AMA, and more) every 3 years
- Rigorous monthly QA process including 15% random audits
- Strict clinical protocols, including point of care alerts (automated clinical prompts to physician for patients engaged in care management, clinical warnings for risk factors, and more)
- In depth physician training on tools, software, and protocols
- Zero malpractice claims
- ISO27002 and HIPAA Compliant



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Employee engagement

Teladoc will help you drive utilization by identifying the individuals who will benefit most from the service.

- Sophisticated programs and Teladoc proprietary predictive models used to identify members who could be treated more cost-effectively via telehealth
- Proven marketing strategies to drive utilization and patient follow-up, including communication templates, integrated multi-touch campaigns and email marketing
- Experience leveraging existing communication channels (branding on ID cards, welcome kits, newsletter features, EOB messaging and other materials)
- Case study: large employer with high employee engagement realized 24% first year utilization

Integrated technology platform

Teladoc's integrated platform drives efficiency, quality and patient experience.

- Systems and operational flexibility to facilitate different network models, including use of the health systems providers as primary with Teladoc physicians providing back-up
- Optimal solution that supports large and small health plans, health exchanges, ASO and provider partnership models and employers
- Advanced solution for consult scheduling, routing and queuing
- Scalable to handle millions of additional members
- Patients can fully manage their health history, appointment requests, co-payments and more online and receive call-center support when required

- Proven execution of bi-directional clinical integration—including Health Risk Assessment data—with Teladoc's EHR and external EHR systems like Microsoft's HealthVault®
- Prescriptions are sent to the appropriate pharmacy using e-prescribing or called in to the pharmacy where e-prescribing is not available
- Telephonic and video consults for Apple and Android mobile devices
- High degree of automation, standardization and real-time processes, including real-time eligibility, automated physician clinical support tools and more

Outcomes

Teladoc provides on-going reporting on utilization, redirection, cost savings and employee satisfaction.

- Claims-based studies available to show how Teladoc physicians resolve a majority of medical issues without the need for further care and how Teladoc redirects unnecessary ER visits, reducing medical costs
- Tracking of redirection impact based on what the patient would have done without access to Teladoc
- 95% employee satisfaction and 96% physician satisfaction

Financial strength

Teladoc (NYSE: TDOC) is the only publicly traded telehealth company in the U.S.

Let's chat



Phone

1-855-362-6625

Email

sales@teladoc.com

Visit

Teladoc.com/employers

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Teladoc physicians reserve the right to deny care for potential misuse of services. Teladoc phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7am to 9pm, 7 days a week.