



Teladoc: Your Comprehensive Virtual Care Solution



INSPIRE. EMPOWER. NURTURE.
Enter with promise. Leave with purpose.

The global virtual care leader

Scale, experience, and expertise enables Teladoc Health to serve more members than any other virtual care provider

TDOC

publicly-traded
on NYSE

90%

member
satisfaction¹

+10M

virtual care visits
in 2020

+20,000

visits completed
in a day

7,000

providers with +20 avg.
years experience

4x

higher than the avg.
industry utilization²

1. Teladoc Member Satisfaction Survey, 2012-2019.

2. The National Business Group on Health 2018 Large Employer Health Care Strategy and Plan Design Survey cites average telehealth utilization amongst large employers at 2.5% while the Teladoc Health average U.S. utilization was almost four times the national average in 2018 at 9.4%.



Your comprehensive bundle of virtual care solutions

Members with 3+ clinical services average 6 visits per year



General Medical*

24/7 on-demand access to board-certified doctors by phone, video or mobile app. Request a visit or schedule an appointment for a later time.



Mental Health Care

Meet with a therapist **7 days a week** from the comfort of your home and get support for anxiety, depression, stress and more.



Dermatology

Upload images and provide details about your skin condition and receive a response in just **2 business days** from a licensed dermatologist. Includes 7-day follow-up for any questions or needs.

*With Teladoc Health's Caregiving product, members can extend the General Medical service to someone they care for with two- or three-way video or phone visits with a board-certified doctor. ASO groups must opt-in to Caregiving in order for it to be included in their Teladoc bundle.

General Medical: Convenient, cost-effective care

- General Medical Services provides convenient, high-quality care at a lower cost, available 24/7
- Members have the choice of on-demand or scheduled visit with a U.S. board-certified doctor via phone or video
- They can be diagnosed, treated or prescribed medication, if necessary
- Treatment for a wide range of non-emergency conditions within minutes including: Flu, cough, seasonal allergies, rash, backache and more!

Teladoc is not designed to replace or act as a PCP; only to supplement access to affordable, quality care when needed. Potential overuse (3+ visits in 90 days; 8 per 12 months) is monitored and where appropriate, outreach is made to remind member Teladoc services complement, but do not replace, hands-on physician care.



General Medical can be used for



Pediatric care for ages
two years or older



If there's **no time**
for an office visit



If you need a short-term
prescription refill*



If your **doctor**
is unavailable



If **distance** makes an
office visit difficult



If you're on **vacation**
or a business trip in the U.S.

* Rx limited to two refills for the same diagnosis in a year.

How General Medical works



Register

The member provides basic information through web, mobile, or phone. S/he completes medical history similar to the paperwork requirements at a doctor's office.



Request

The member requests a visit on demand or schedules an appointment.



Visit

A physician reviews the medical history and any uploaded images and contacts the member via their preferred method—by phone or video.



Follow-up

A physician diagnoses the member and, if necessary, provides treatment plans, or prescribes medication electronically to the member's pharmacy of choice. A member can also be referred to a brick and mortar setting.

Mental Health Care: Confidential, ongoing support

- Patients select their choice of board-certified psychiatrists, licensed psychologists, therapists or counselors
- Talk to the same therapist on-going for anxiety, eating disorders, depression, grief, family difficulties, and more
- Available 7 days a week, from 7am–9pm local time, by video
- Receive discreet and confidential support from wherever the member is most comfortable



How Mental Health Care works



Register

The member initiates through app or web.



Choose a Provider*

The member chooses a care provider by reviewing provider profiles, including specialty, language, gender and ability to prescribe medication. May use the same provider through course of care.



Select date & time

The member selects a date and time of visit. Providers respond to appointment requests within 8 hours, and are confirmed within 72 hours. Access a provider 7 days a week, 7 a.m. to 9 p.m. member's local time.



Meet with Provider (Video only)

The care provider meets with the member by video and provides treatment and goal setting.



Ongoing treatment as needed

The member can schedule future appointments with the same provider and follow-up through the secure online message center.

*Provider options include Psychiatrist, Psychologist, or Licensed Therapist.

Mental Health Care for adolescents

- Adolescents ages 13-17 can now receive the same care provided to adults with Mental Health Care*
- They can receive support and counseling for issues like:
 - Anxiety
 - Depression
 - Stress
 - Family issues
 - ADHD

*with the exception of psychiatry



How Mental Health Care for adolescents works



The primary member downloads, prints and signs a consent form and then uploads the signed form into the Teladoc system.



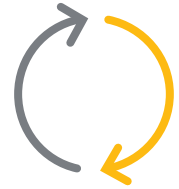
Once these forms are completed, the primary member requests a visit on behalf of the adolescent.



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



The adolescent visits with their mental health professional via video and at the conclusion of the visit, the adult will rejoin the call as future visits are being scheduled.



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

Dermatology: Quick, reliable access to skin specialists

- Access to board-certified dermatologists via web or app
- Treats acute or ongoing skin conditions like psoriasis, skin infection, rosacea, and more
- Images shared to receive a diagnosis within two business days
- Providers can prescribe approved medications
- Follow-up with the doctor within 7 days after the visit



How Dermatology works



Register

The member provides basic information about skin issue through web or mobile app.



Upload images

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



View results online

Within two business days, the licensed dermatologist will respond through the online message center. Members can be diagnosed, treated or prescribed medication, if necessary.



Follow-up

Follow-up with the doctor through the message center for free within 7 days after the visit.

Continuing to deepen the Aetna/Teladoc Health partnership



Improved user experience

Enhanced scheduling experience for Mental Health Care visits

Enhanced Member Satisfaction Survey Experience

Teladoc integration with the Aetna Health App



Member Campaigns

“Next Best Action” campaigns that use predictive modeling to target members for personalized outreach

Campaigns to promote specialty services like Mental Health Care & Dermatology

Broadscale digital marketing and above the line campaigns



Plan Sponsor Support

New member facing assets and enhanced Engagement Center capabilities

Upgraded Open Enrollment supporting materials

Multi-carrier administration capability includes all services accessible through Teladoc website, app and phone number

Community High School District 155 Member Costs for Teladoc

HDHP H.S.A. Member Cost	
If member has ...	Member will pay ...
General Medical Visit	\$49 (Until deductible is met, then subject to coinsurance)
Mental Health Visit	Psychiatrists \$190 per initial diagnostic evaluation \$95 per on-going session Non-MD Providers: Therapists \$85 per session
Dermatology Visit	\$75

Open Access Aetna Select and Choice Point of Service II \$750 deductible plan	
If member has ...	Member will pay ...
General Medical Visit	\$0 copay
Mental Health Visit	Specialist office visit copay of \$60
Dermatology Visit	Specialist office visit copay of \$60

Thank you

