Teladoc Health: the global virtual care leader

TDOC
publicly-traded on NYSE

50,000
medical experts across 450+ specialties

+2M
mobile app downloads in 2018

+2,000
employees worldwide

130
countries and more than 30 languages

2.6M
virtual care visits in 2018
The only comprehensive virtual care solution
Challenges with behavioral care access and quality

- Shortage of 'brick & mortar' mental health providers, especially in rural areas, along with transportation issues
- Misdiagnosis and inadequate treatment pathways
- Inadequate integration with other mental health/wellness providers
- Lack of expert support for primary care providers
- Complex environment to navigate and lack of coordination in healthcare management
- Stigma and privacy
Chronic illness and mental health

• Those with chronic medical conditions experience **2 – 3 times higher risk** for depression.

• Of the over 44 million adults in the U.S. suffering from mental illness, **less than 50% seek treatment for it**.

• Health limitations further challenge access to behavioral health care.

• Higher medical utilization, disability and impaired work productivity estimated to cost **more than $210 billion annually**.
Clinical Trial Results

- Virtual behavioral health care for people with comorbidities or chronic illness has been shown to reduce medical and psychiatric hospitalizations by as much as 25 - 30%

- Recent trial with adults with depression and decreased work productivity resulted in:
  - Improved symptoms
  - Improved at-work productivity loss and absences
  - Estimated at thousands of dollars saved per employee per year
Current vs. Future State

- Consumers are changing and healthcare needs to change with them.
- 75% of people are ready to use the internet or mobile apps to manage healthcare needs.
- 45% of Americans who have not already tried telehealth services said they would be open to telehealth for behavioral health care.
Components of a successful virtual behavioral health solution

- Care from provider of the member’s choice
- Average time to complete first visit is less than 7 days
- Ongoing support with the same doctor or therapist
- Visits that are secure, discreet, and confidential
- Offered 7 days a week by phone or video
- Network of board-certified psychiatrists and licensed psychologists and therapists
Behavioral Health Care impact

Effective Results

76% with depression reported improvement after the third visit

75% with anxiety reported improvement after the fourth visit

Improvement Over Time

Depression & Anxiety: Moderate-severe symptoms decreased to mild-moderate

SYMPTOMS: Slight, Mild, Moderate, Severe

VISITS: 1, 2, 3, 4, 5, 6