Considering telehealth?
Here’s what you should look for.

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

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 7.5 million members
- Over 200,000 consults performed annually
- 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
- Coverage in all states
- Physicians average 15 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

At a glance

<table>
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Comprehensive coverage
Teladoc allows you to seemlessly 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

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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 is a private company with strong venture capital backing.

- Recent significant investment led by Kleiner Perkins Caufield & Byers with current investor participation: Cardinal Partners, HLM Venture Partners, Trident Capital, and New Capital Partners
- Kleiner Perkins Caufield & Byers—considered by the Wall Street Journal as the world’s largest and most established venture capital firms in the world—were early investors in Netscape, AOL, Google, Amazon.com, Zynga and Groupon and many others
- The latest round of funding will support exponential growth and capabilities advancement

* Individual results may vary. All material proprietary and confidential.
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