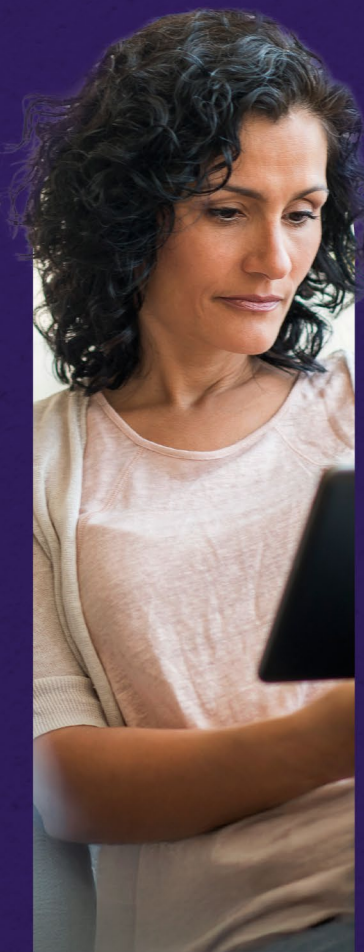


# The data is in

Primary360  
is a game-changer



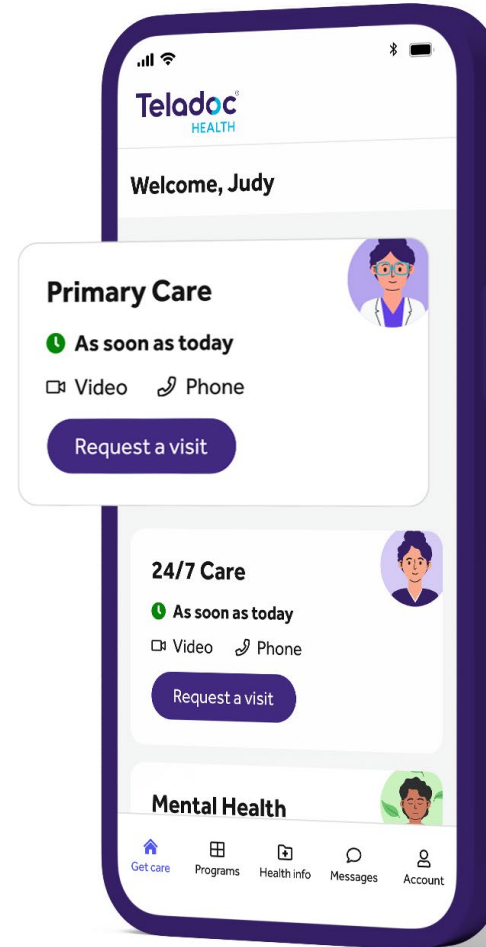
## Primary care is where health starts. And no other provider does virtual primary care like this for your population.

Building on our expertise in virtual care, Teladoc Health introduced Primary360 in 2021. Now several years in market, Primary360—the first virtual primary care solution of its kind—has the data to show real results and value no other provider can.

Since its launch, *the service has grown to cover more than four million lives*, proving to be an experience that both clients and members love.

## What's inside

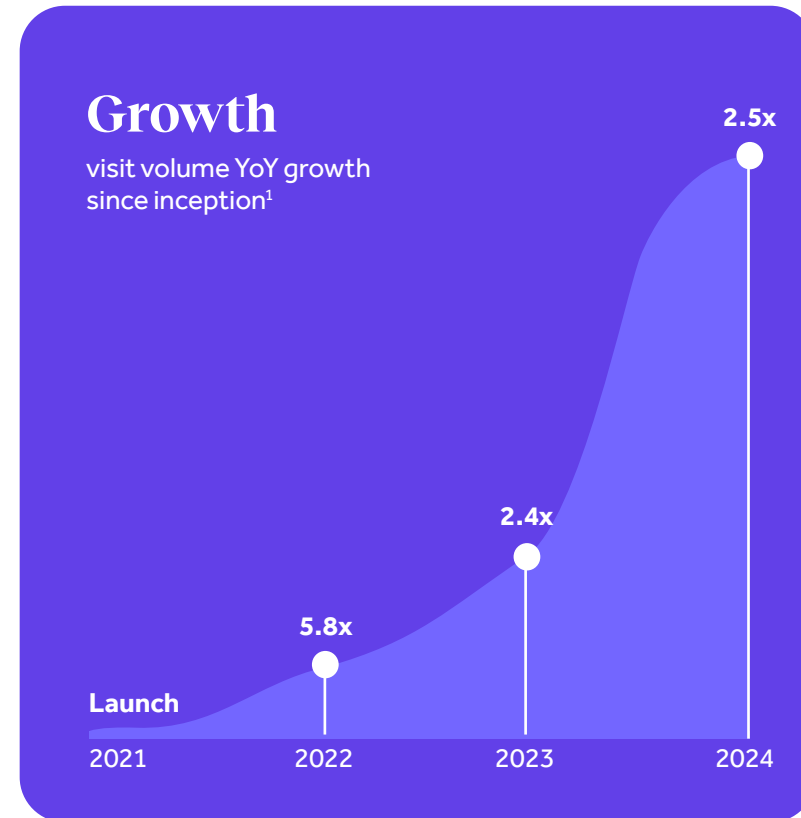
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|-----------|--------------------|-----------|-----------------|
| <b>01</b> | Our methodology    | <b>04</b> | Clinical value  |
| <b>02</b> | Program highlights | <b>05</b> | Financial value |
| <b>03</b> | Member value       |           |                 |



# Our methodology

Teladoc Health continuously evaluates key performance indicators (KPIs) for the Primary360 program. **This report analyzes data from 2021-2023 across four million eligible lives, offering insights into the program's effectiveness.** The analysis covers visits, demographics, follow-ups, cost savings, clinical outcomes and member satisfaction.

► We also examined a cohort study of claims data from a **large health plan** client, covering 50K members with at least six months of eligibility and one claim. This analysis identifies trends in healthcare utilization and cost savings, providing valuable insights into member engagement.

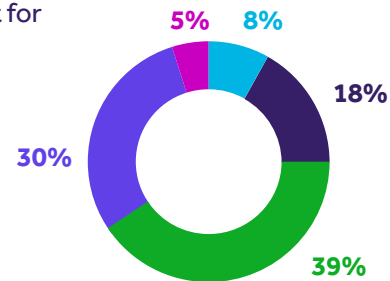


# Program highlights

Primary360 expands access to care through an exceptional member experience while delivering meaningful outcomes and reducing healthcare spend for our clients.

Where members would have sought care if it weren't for Primary360<sup>2</sup>

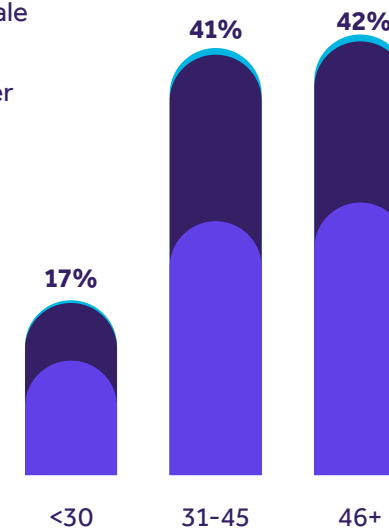
- Traditional PCP
- No treatment
- Urgent care
- Emergency room
- Specialist



## Demographics

Average age of Primary360 members who completed a visit is **43 years**<sup>2</sup>

- Female
- Male
- Other





“

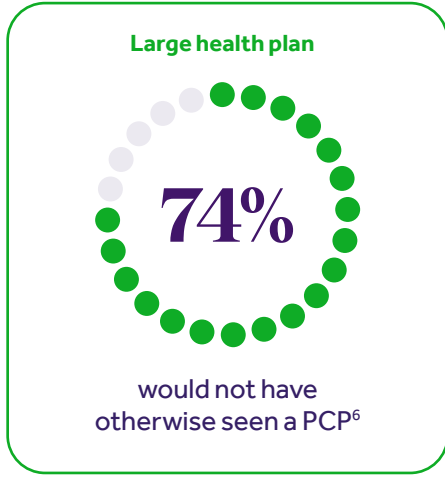
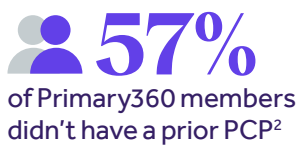
The doctor took all the time needed to get us established in that visit to know my health history.”

Courtney W.  
Teladoc Health member, Primary360

# Member value

Primary360 is primary care with comprehensive support every step of the way—from the initial assessment and same-day visits to thorough follow ups.

This is easy-to-access, relationship-based primary care that provides an experience members use and love.



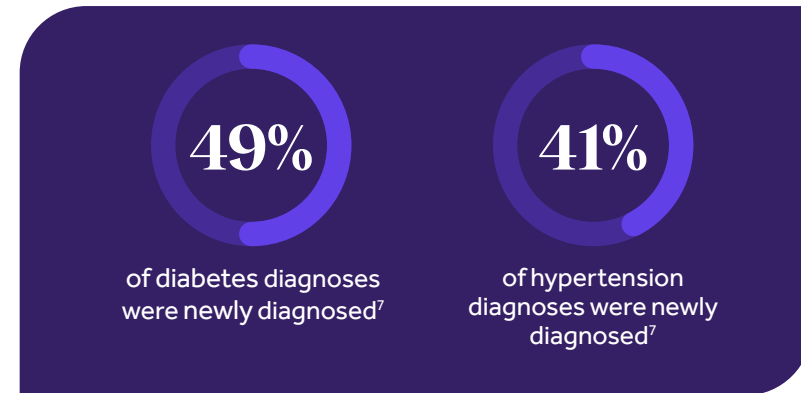
# Clinical value

Primary360 sets and continues to raise the bar for clinical quality. Just like traditional primary care, we enforce industry standards and telemedicine best practices through layered physician oversight and, when needed, navigation to high-quality, cost-efficient providers. **The result?** Earlier detection and diagnosis of hidden health challenges.

“

I feel like I can build a relationship with my Teladoc Health doctor. I just didn't think I was ever going to have anybody like her, she is so wonderful.”

Melanie W.  
Teladoc Health member, Primary360



**Top 5 external referrals:** cervical cancer screening, gastroenterology, mammograms, OB/GYN, vaccinations<sup>8</sup>



**68%** of eligible members completed a screening for colorectal, breast or cervical cancer<sup>9</sup>



**90%** of eligible members received follow up guidance aligned with their mental health diagnoses<sup>9</sup>

Large health plan

**10-20x**

Improvement in screening rates compared to those without PCPs<sup>6</sup>

# Financial value

From earlier diagnoses of costly chronic conditions to fewer hospital readmissions, prevention reduces costs. Primary360 is an experience that supports happier, healthier members, reduces waste and helps contain avoidable healthcare spend.

“

**Virtual primary care helps address healthcare disparities and prevents unnecessary costs through preventative care, leading to savings for both our organization and our employees.”**

**Vice President**  
Global Wellbeing & Health Management  
Leading Employee Benefits Provider



**11%**↑

projected savings on total episodic cost of specialist referrals<sup>10</sup>

**10%**↓

projected reduction in medical costs per member, per year<sup>11</sup>



**26%**↓

of Primary360 members avoid trips to the ER or urgent care<sup>2</sup>

**Large health plan**

**7%**

▼ average lower health plan spend<sup>6</sup>

**19%**

▼ fewer ER visits<sup>6</sup>

**12%**

▼ fewer hospital 30-day readmissions<sup>6</sup>



## The data is clear.

Primary360 is a powerful and innovative approach to care that provides real results for members and clients alike, with the possibility of transforming how and when people receive the care they need. In today's complex, evolving and costly healthcare landscape, it's crucial to provide the populations you serve with a modern healthcare solution that delivers real results. With over 100 million Americans lacking adequate primary care access, now is the perfect time to embrace the power of virtual primary care.

[Learn more](#)

<sup>1</sup> 2021-2023 actuals and August FY'24 visit forecast. <sup>2</sup> Teladoc Health Primary360 BoB data, 2023. <sup>3</sup> Teladoc Health Primary360 data, 2022. <sup>4</sup> Teladoc Health Primary360 Engagement Data, 2023 [PA-6248]. <sup>5</sup> Teladoc Health Primary360 LC Scorecard, 2023. <sup>6</sup> 2023 claims-based data for a large Primary360 health plan client with ~50K lives with six months or more of eligibility and at least one claim in 2023. Cost and utilization risk adjusted using CMS HCC methodology. <sup>7</sup> Teladoc Health Primary360 Data, 12/31/2023, PA-6204. <sup>8</sup> Teladoc Health Referrals Dashboard, Q1-Q2 2024. <sup>9</sup> Sample analysis of more than 3,000 eligible Primary360 members from Jan. 1-Oct. 30, 2022, using MIPS-based measure standards and augmented with text analysis across provider notes. <sup>10</sup> For members that utilized Garner. This is a component of total PMPM book of business cost savings as not all members utilize or comply with Garner referrals, and it may not include other costs not directly attributed to the referral. Note that Garner's Book of Business projected savings is between 8-13% as reference. <sup>11</sup> Primary360 ROI savings methodology.