

Accelerating the future of health equity:

ADDRESSING HEALTH DISPARITIES THROUGH PEOPLE, PRODUCTS, QUALITY AND ACCESS

HEALTH DISPARITIES, CULTURAL STIGMA AND PHYSICAL BARRIERS CAN HINDER EQUITABLE OUTCOMES

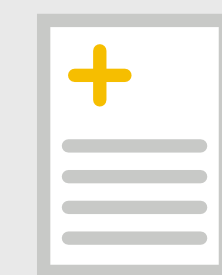
ADULTS DIAGNOSED WITH DIABETES¹

21.5%



Hispanic

13%



White

ADULTS RECEIVING MENTAL HEALTH SERVICES²

18.6%

Non-Hispanic White

6.3%

Asian American



PEOPLE WITH DISABILITIES HAVE LESS ACCESS TO HEALTHCARE THAN THOSE WITHOUT DISABILITIES³

WE'RE PUTTING PEOPLE AT THE FOREFRONT



88%

of chronic care coaches are female⁴

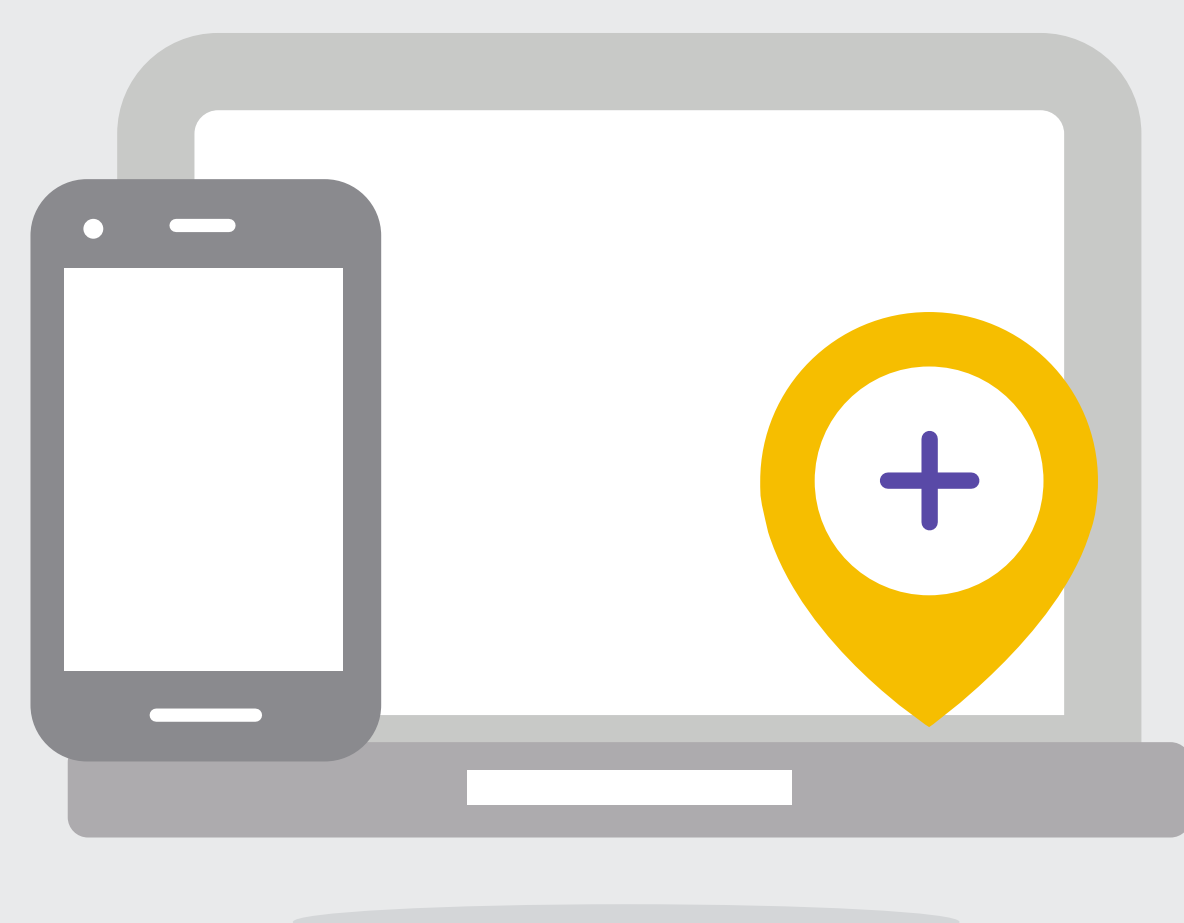


~40%

of chronic care coaches hired in 2021 are from diverse backgrounds⁴

6X INCREASE IN OUR ANNUAL SPENDING ACROSS CERTIFIED DIVERSE AND MINORITY SUPPLIERS⁴

OUR PRODUCTS AND SERVICES MEET CONSUMERS WHERE THEY ARE



More than half of active users of our chronic care solutions live in vulnerable or underserved communities⁴

Accommodating members with:

- Phone-based preferences
- Low-bandwidth circumstances
- Mobility issues⁴

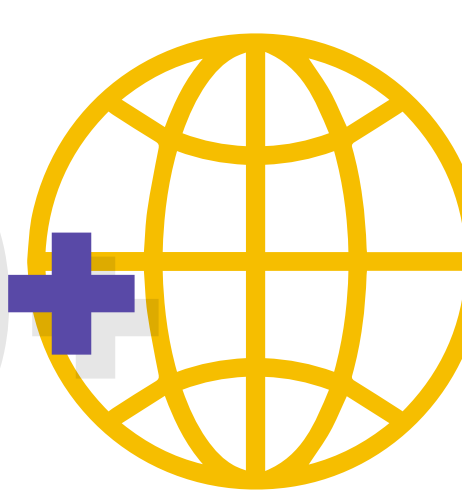
WE PROVIDE QUALITY, CULTURALLY AWARE CARE

20+



GLOBAL MEDICAL DIRECTORS
INFORM CARE & PROGRAM DEVELOPMENT⁴

240+



LANGUAGES
AVAILABLE FOR SUPPORT⁴

AND WE ARE MAKING QUALITY HEALTHCARE MORE ACCESSIBLE

42%

OF MENTAL HEALTH VISITS



by Medicare Advantage members offered treatment that would not have been sought otherwise⁴

MEMBER COMMUNICATIONS

are written at or below a 6th grade level to address varying health literacy levels⁴



¹Centers for Disease Control and Prevention, "Health, United States Spotlight: Racial and Ethnic Disparities in Heart Disease," available at https://www.cdc.gov/nchs/spotlight/HeartDiseaseSpotlight_2019_0404.pdf (Accessed May 2, 2022).

²U.S. Department of Health and Human Services Office of Minority Health, "Mental and Behavioral Health – Asian Americans," available at <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=4&lvlid=54> (Accessed May 2, 2022).

³Centers for Disease Control and Prevention, National Center on Birth Defects and Developmental Disabilities, Division of Human Development and Disability. Disability and Health Data System (DHDS) Data [online]. (Accessed August 6, 2019).

⁴Internal Teladoc Health Data (PM017389.B)

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