



EXECUTIVE BRIEF

Realizing value on your investment

A new model for understanding the full value of your integrated virtual care solution

Value on investment (VOI) is a comprehensive measurement that combines traditional return on investment (ROI) from medical and pharmacy cost savings with indirect cost savings, such as reduced absenteeism and improved workforce retention, to show the multiple ways virtual care solutions benefit an organization.

Plan sponsors have seen how virtual care contributes to the success of their organization beyond ROI. VOI has become a major factor in how benefit leaders evaluate virtual care. Now, with Teladoc Health, plan sponsors can confidently understand and articulate the full value of their investment.

By understanding the true value of their investment, plan sponsors can further justify how they expect to sustain the outcomes they've achieved and even expand the reach and range of their virtual care strategy.

9 out of 10
benefit leaders are using or considering using VOI to evaluate virtual care offerings¹

Introducing the Cardiometabolic Health Value Model

A third-party validated approach to calculating value

Teladoc Health has developed the **Cardiometabolic Health Value Model**—the first of its kind in the industry—to roll up direct and indirect cost savings in a consistent way, validated way for our clients to estimate the positive impact they can expect from our chronic condition management programs. This unique model is based on industry-leading approaches to demonstrate financial returns, including customizable projections accounting for a population's individual demographics. **Independently reviewed by Milliman**, the global leader in actuarial services,² this model uses clinical, peer-reviewed literature to calculate claims savings based on the average clinical outcomes delivered by Teladoc Health. This provides organizations with a more complete look at the value they can expect.

The model can be customized based on population—adjusting for projected disease prevalence, enrollment and more. Additionally, we take the same average clinical outcomes delivered by Teladoc Health and an employee's average annual salary to quantify our impact on indirect savings based on the research.



Milliman, the global leader in actuarial services, validated the Teladoc Health process for estimating VOI. Here's how it works:



The Teladoc Health value model gives a more complete view

Historically, plan sponsors have only been able to quantify the direct medical and pharmaceutical costs associated with caring for people with cardiometabolic conditions, including diabetes, hypertension and obesity. What was less clear were the indirect costs.

People with these conditions are more likely to miss work due to poor health³ and more likely to face mental health conditions³ that also impact productivity, absenteeism and more.

The model uses research to show the overall value of our programs, analyzing potential savings from people who, with better cardiometabolic health, miss less work and are more productive.

Improved work quality:

People with hypertension who reduce their stress levels have higher perceived value at work⁴

Lower absenteeism:

People with diagnosed depression miss an additional 4+ days of work a year⁵

Higher productivity:

Healthcare-related travel leads to 90 minutes of lost productivity per visit⁶

Research shows that empowering the people you serve with tools and support to better manage their cardiometabolic health improves their ability to consistently show up as their best selves at work. Virtual care can improve the measures that help reduce indirect costs.

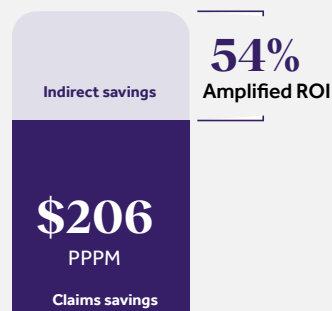
Cardiometabolic Health Value Analysis

Sample savings projections for Teladoc Health Chronic Care members

For members with diabetes

\$318

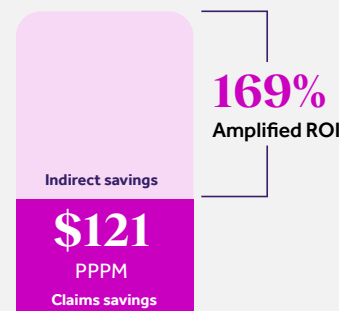
PPM total savings



For members with prediabetes

\$326

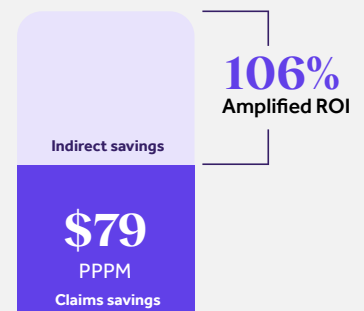
PPM total savings



For members with prediabetes

\$163

PPM total savings



Let Teladoc Health help you discover true value for your organization

With an understanding of claims savings and the impact from regained workdays, increased work-life satisfaction and decreased stress, you get the full picture of your investment.

Measuring value in virtual care has never been more crucial as you carefully budget your healthcare spend. This new validated approach can help.

Get in touch to start calculating the full value of your investment.



¹ Teladoc Health Virtual Care Transformation Index, 2023; survey of 326 U.S.-based employers

² Austin Barrington, Deana Bell, and Erin Birkeland. "Independent Review of Teladoc Health's Cardiometabolic Health Value Model." Milliman, July 12, 2024. <https://www.milliman.com/en/insight/independent-review-teladoc-health-cardiometabolic-model>.

³ Garrett R. Asay et al. "Absenteeism and Employer Costs Associated with Chronic Diseases and Health Risk Factors in the US Workforce." Preventing Chronic Disease 13 (October 6, 2016). <https://doi.org/10.5888/pcd13.150503>.

⁴ Rollin McCraty, Mike Atkinson, and Dana Tomasino. "Impact of a Workplace Stress Reduction Program on Blood Pressure and Emotional Health in Hypertensive Employees." The Journal of Alternative and Complementary Medicine 9, no. 3 (June 2003): 355–69. <https://doi.org/10.1089/10755303765551589>.

⁵ Diana Liu and Sangeeta Agrawal Dan Witters. "Depression Costs U.S. Workplaces \$23 Billion in Absenteeism." Gallup.com, March 23, 2013. <https://news.gallup.com/poll/163619/depression-costs-workplaces-billion-absenteeism.aspx>.

⁶ Corwin N. Rhyan. "Travel and Wait Times Are Longest for Health Care ... - Altarum." February 2022. https://altarum.org/sites/default/files/uploaded-publication-files/Altarum_Travel-and-Wait-Times-for-Health-Care-Services_Feb-22.pdf

LEARN MORE: TeladocHealth.com | engage@teladocohealth.com

About Teladoc Health: Teladoc Health is on a mission to empower all people everywhere to live their healthiest lives. As the world leader in whole-person virtual care, the company leverages its 20+ years of expertise and data-driven insights to meet the growing needs of consumers and healthcare professionals across the full care continuum, at every stage in a person's health journey.

Teladoc[®]
HEALTH