

# Nation's Largest Telehealth Provider Delivers a Triple Win for Payers, Patients and Providers

Jason Gorevic likes to say Teladoc, the company he has led since 2009, is a win-win-win for all of its constituents: those who pay for medical care, those who use the service and the providers who deliver care.

After all, how many companies can deliver high-quality medical care that is accessible, affordable and drives down health care costs, while offering physicians a chance to increase their incomes and “do what they went to medical school to do?” It’s clear why Teladoc is the nation’s leading telehealth provider.



## By the Numbers

- Members (patients) – 12.5 million+
- Member resolution rate – 92 percent
- Member satisfaction rate – 95 percent
- Client retention rate – 98 percent
- Telehealth visits in 2015 – 525,000 to 550,000
- Board-certified physicians and behavioral health experts – 1,500+
- Employees – 560

With more than 1,500 state-licensed, board-certified physicians (internists, family practitioners, pediatricians, dermatologists and emergency physicians) and behavioral health specialists, the Texas-based company connects patients and physicians statewide and across the country 24/7/365, via mobile devices, the Internet, video and phone.

Teladoc prevents unnecessary ER or urgent care visits by giving patients access to more cost-effective modes of care. “We provide access to health care for people who can’t get to their doctor for non-emergency issues or have limited access to primary care, at a much lower cost than an emergency room or urgent care center,” Gorevic says. Independent studies have demonstrated that Teladoc saves payers an

average of nearly \$700 every time someone uses its platform, according to Gorevic.

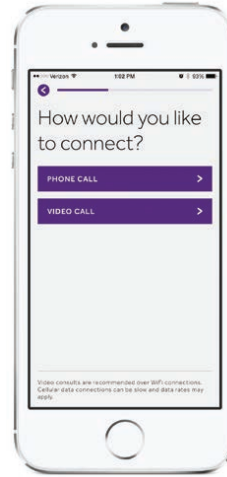
Most importantly, patients can rest assured the care they receive is of the highest quality. Teladoc is the only telehealth company in the U.S. with a physician credentialing system certified by the National Committee on Quality Assurance (NCQA), Gorevic says. Indeed, Teladoc’s process has been certified twice, with 100 percent scores both times.

“We do literally thousands of chart reviews every month to ensure quality, and our physicians follow over 100 proprietary clinical guidelines specific to the remote delivery of care,” Gorevic says.

Additionally, Teladoc uses sophisticated technology to ensure compliance, safety and reliability, while delivering an experience that delights its members. According to Dan Trencher, senior vice president for product and strategy, the recently launched mobile apps for IOS and Android have generated “great feedback” from Teladoc’s members and clients. The new apps create a “smooth, consumer-friendly experience,” and include optional credit card scanning, fingerprint login and location-based services.

## High Quality, Convenient, Accessible, Affordable

Patients with a wide array of non-emergency medical conditions obtain the care they need – from diagnosis to treatment to necessary prescriptions – quickly, conveniently and affordably. According to Gorevic, the median response time to visit remotely with a physician is less than 10



minutes. And, for Teladoc’s employer and health plan members, the cost per visit typically ranges from \$0 to \$40.

Founded in 2002 by an entrepreneur and a group of physicians seeking to improve health care access for rural Texans, Teladoc has grown rapidly in Texas and beyond. In 2014 alone, the company grew by 120 percent. In 2015, second quarter revenues were up by 78 percent year-over-year and the number of telehealth visits by

104 percent, Gorevic says.

He credits the company’s success to the “tremendous value and ROI” it delivers to its employers and health plan clients, the “very, very high” 95 percent member satisfaction rates, and the scalability and sophistication of its technology platform. “During our busiest times, we connect a patient with a physician every 15 seconds,” Gorevic says. “We are experts at real-time delivery of health care.”



The company went public on July 1, 2015 on the New York Stock Exchange.

Looking to the future, Teladoc plans to expand its service offerings – behavioral health, dermatology, tobacco cessation and sexual health products have recently been added, and programs to manage chronic diseases like diabetes and congestive heart failure are in the works – and to continue doing what it does arguably better than anyone else in the country. “The truth is, there aren’t many things in health care these days that are a win for all constituents,” Gorevic says. “Teladoc is unique in that regard.”



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