

**Teladoc**  
HEALTH

**Primary360**



# Delivering a reimaged experience members love

## Unified, whole-person experience

One virtual front door for a full spectrum of needs - wellness, condition management, mental health, specialty care and beyond

## Dedicated care team

A dedicated support team —PCP, RN, MA, surrounds each member with a 'virtual practice'

## Longitudinal care plans

A personalized care plan that flexes over time and engages members in a longitudinal relationship

## Continuous guidance & support

24/7 access, ongoing guidance, unlimited messaging, reminders and health nudges

## Navigation to high quality providers

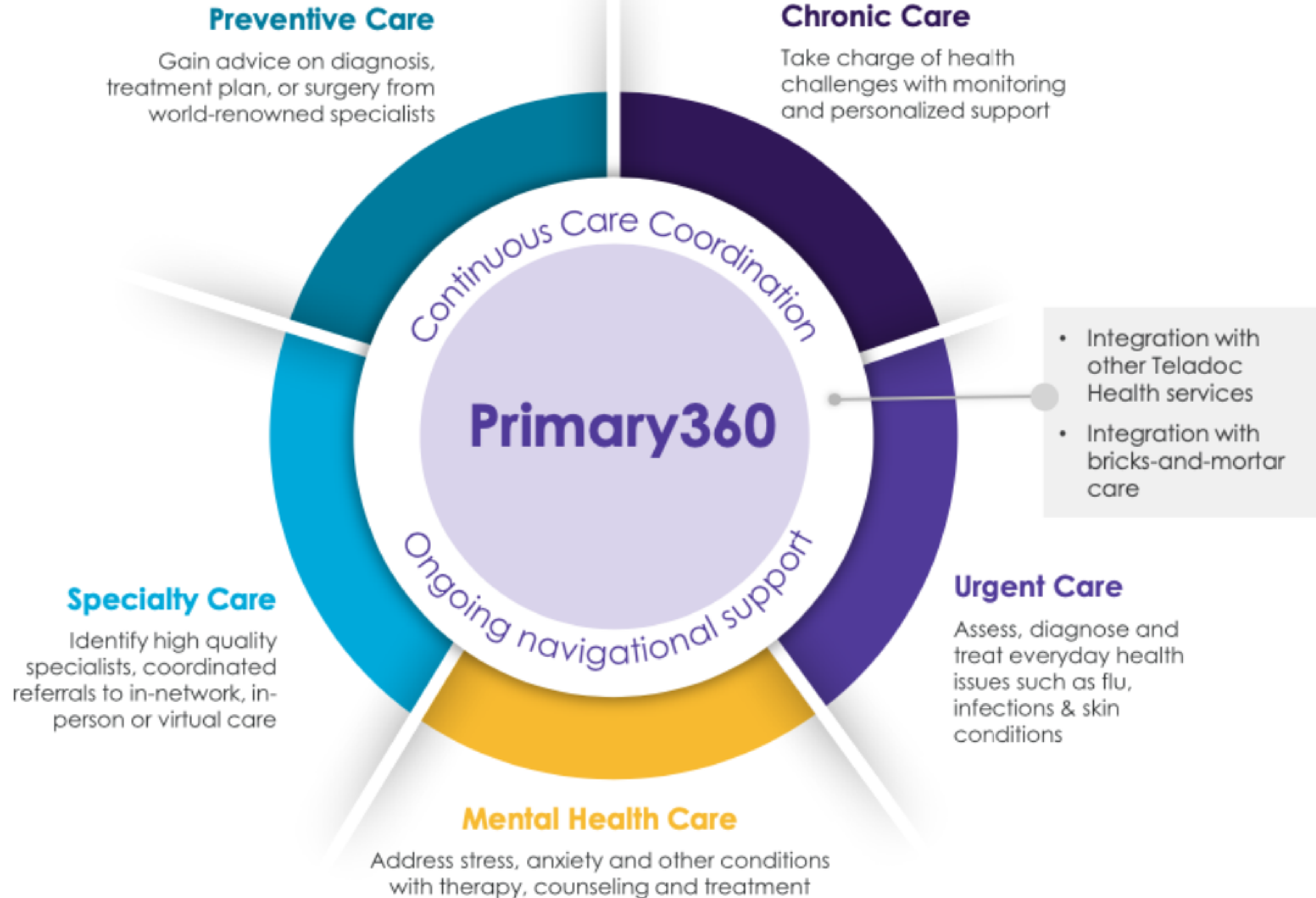
Concierge-level service guides members to in-network, high-quality specialty providers and facilities

## Integrated data enables care continuity — virtually and in-person

Data integration with Teladoc Health programs, devices, claims and existing client services creates comprehensive, actionable patient views.

# Primary360

Powering whole-person care through a unified, virtual-first experience



# Dedicated care teams develop a continuous relationship with each member

## Dedicated care team:

- Creates and maintains a personalized care plan
- Coordinates referrals to in-network, high value providers like specialists or mental health professionals, as well as lab, imaging and testing
- Schedules appointments and tracks follow-ups
- Addresses gaps in care



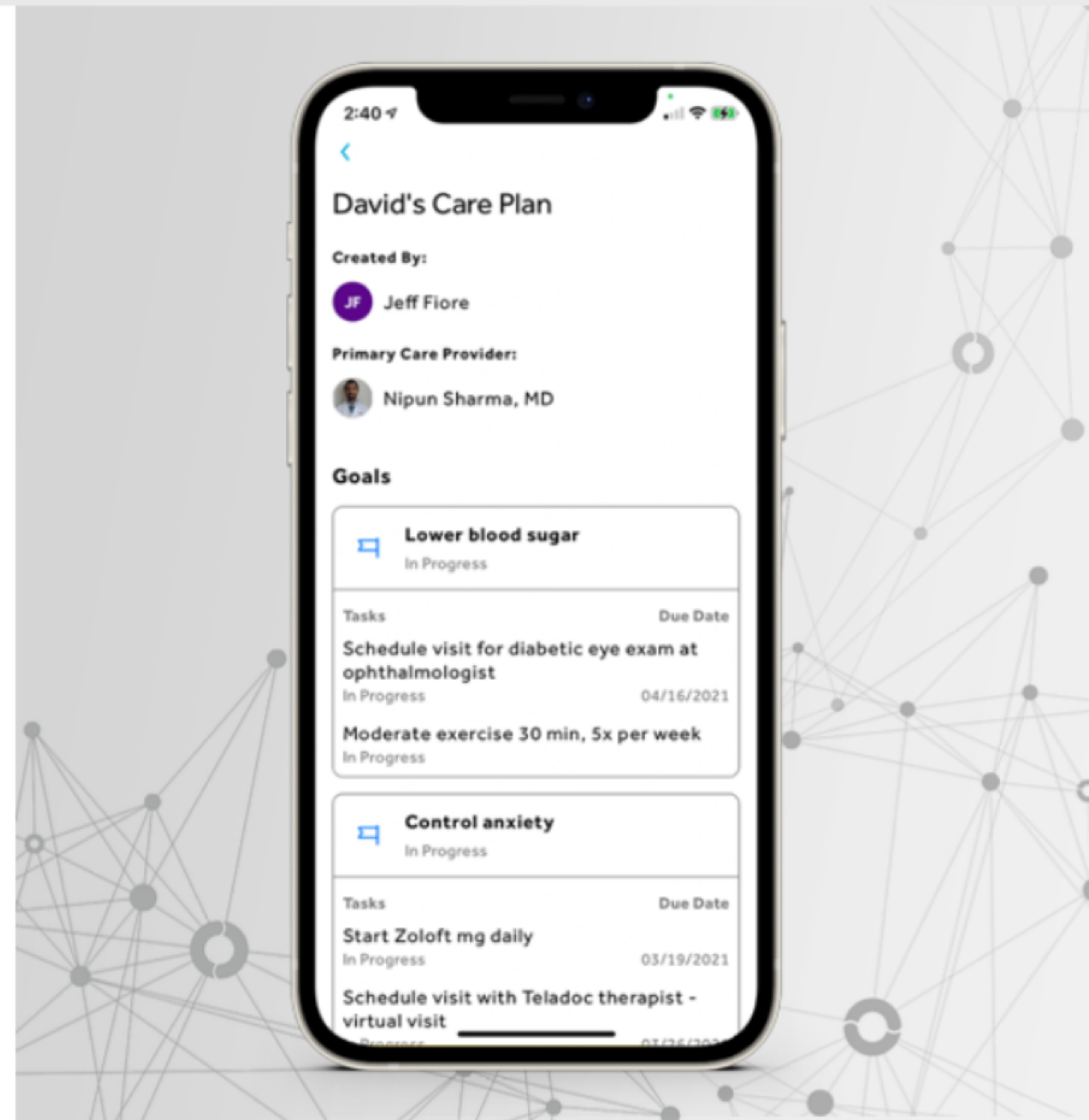
## Virtual practice model



# Personalized care plans

Care plan and ongoing support drive healthy behavior change

- Order recommended labs, immunizations, and screenings
- Guide members to appropriate in-network services and high-quality providers
- Follows-up via personal, unlimited in-app messaging to answer questions and resolve needs
- Offers education, counseling and helpful nudges to reach health goals



# Continuous guidance and support

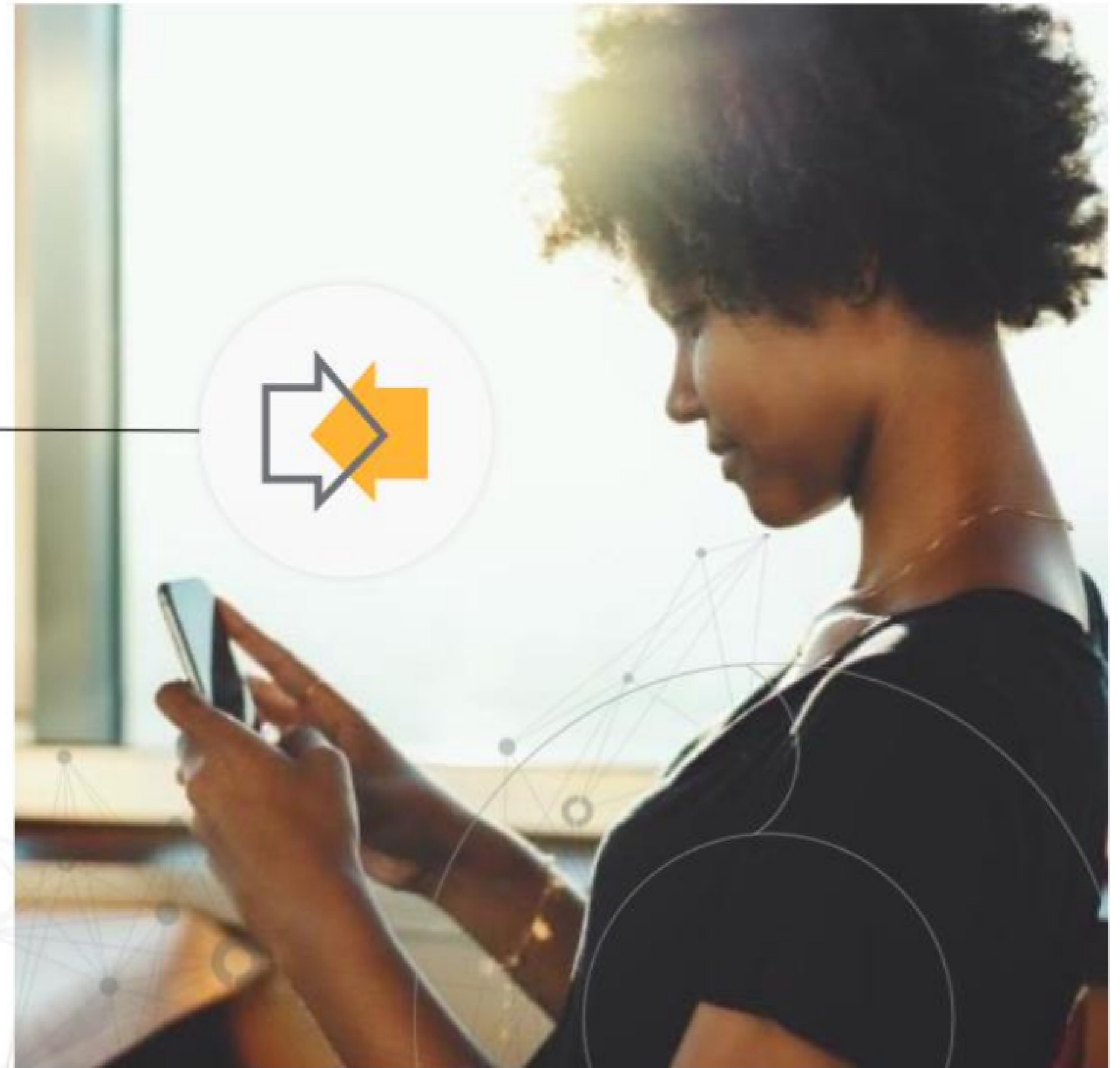
Enabling a trusted, long-term relationship

24/7 access

Unlimited in-app messaging with the Care Team  
*(real human, not a chat bot)*

AI-enabled health nudges

Proactive care plan follow-up by care team members keep members on track



# Navigation to the highest quality, cost effective care

Ensuring the best possible care outcomes

## Care team-initiated navigation

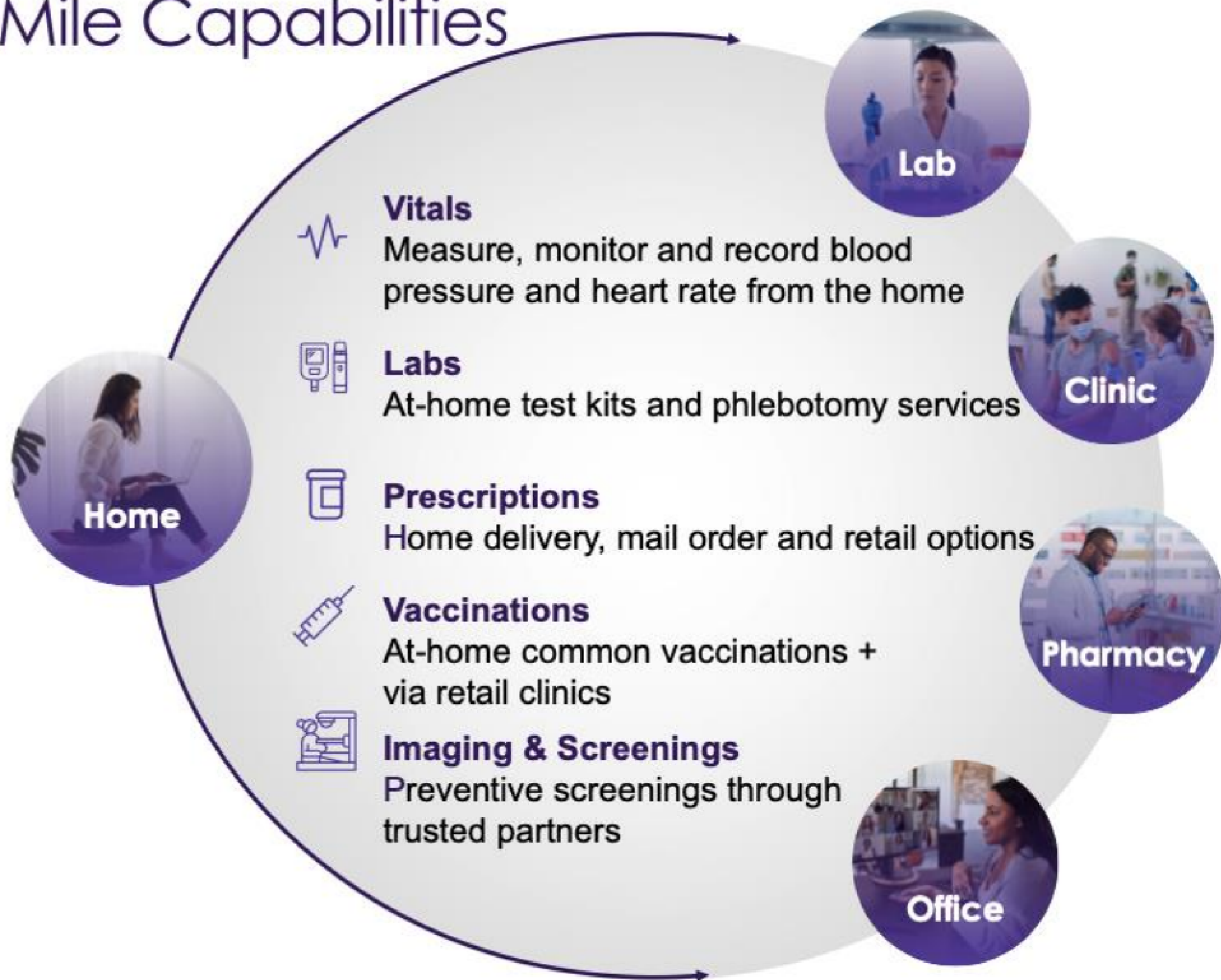
- In-network, high quality providers/facilities are presented to member within their care plan
- Recommendations take into consideration: language, gender and location preferences
- Care team can schedule visits and sends health history
- Patient data sharing with industry-leading EMRs (Epic, Cerner, Athena, etc.)

Proprietary algorithm ranks physicians by referral and procedure volume, years of service, academic background, years in practice and COE affiliation



# Current & Future Last Mile Capabilities

Seamlessly blend the virtual and physical components of care delivery to complete care episodes and meet rapidly evolving member expectations





# Member impact



<7 days for a new patient visit



>50% of participants used multiple Teladoc services



~25% with Diabetes and Hypertension were newly diagnosed



>10 care team interactions a year



>50 minutes average length of new patient visit



98% member satisfaction

\*Includes high blood pressure, depression, and tobacco usage

# Our market impact



## Self-Insured

- Partner with health plan carriers to make Primary360 available to self-funded employers nationally



## Consultants

- Distribution agreements and partnerships with leading Benefit Consultants for unique Employer focused offering



## Employers

- Selling comprehensive model direct to employers
- Marquee Fortune 1000 employers are live on Primary 360 today



## Exchange

- New "Virtual-First" Benefit Designs to attract members on the ACA exchange

