

COMPREHENSIVE CARE SOLUTIONS™

DRIVING BENEFITS UTILIZATION, EFFICIENCY AND RESULTS

CLIENT: Leading Global Automaker

One of the world's largest car manufacturers is known for producing innovative, high-performing vehicles. It applied that same mindset to self-insured health benefits, emphasizing innovation as it developed a comprehensive program featuring an array of point solutions.

With rising healthcare costs, driven in part by the prevalence of chronic conditions among employees, the company needed maximum impact and ROI from its benefits, including its partnership with Teladoc Health, which provides whole-person virtual care solutions such as Diabetes Management.

CHALLENGE:

Increase employee engagement

Of the client's 70,000-plus U.S. employees, nearly 5,000 have diabetes. HR leaders wanted them to take full advantage of the Teladoc Health Diabetes Management solution to improve their well-being, while also addressing a major cost driver through personalized engagement.

Diabetes Challenges

- Growing prevalence of diabetes
- Increasing claims costs
- Driving awareness and enrollment of digital programs among eligible employees

SOLUTION:

Quantum Health

The client already relied on Quantum Health as their employees' single point of contact for navigation across the breadth of its multifaceted benefits offering. When together we saw the opportunity to optimize enrollment in the Teladoc Health Diabetes Management solution—a comprehensive digital program available at no charge to members—we compared the vendor's enrollment roster with historic claims data to identify members with diabetes who were not enrolled in the benefit.



DATA

In-depth analysis of solution utilization and historic claims data



INSIGHTS

Identification of members who will benefit from the solution



OUTREACH

Personalized, targeted emails and phone calls to members not yet using the solution



ENGAGEMENT

One-to-one member health assessment, benefits education, help with registration



UTILIZATION

Ongoing promotion drives enrollment while a positive member experience drives program utilization

Through a targeted engagement campaign, **we boosted awareness of the Diabetes Management solution among unenrolled members.** Outreach by our nurse Care Coordinators then engaged many members one-on-one, educating them on their condition and the value of the Teladoc Health solution, including unlimited test strips and lancets, connected blood glucose meters, and access to certified health coaches with 24/7 emergency outreach. When those conversations revealed that members often struggled with solution registration, **our nurses were also able to help guide new enrollees through the registration process and set them up for success.**

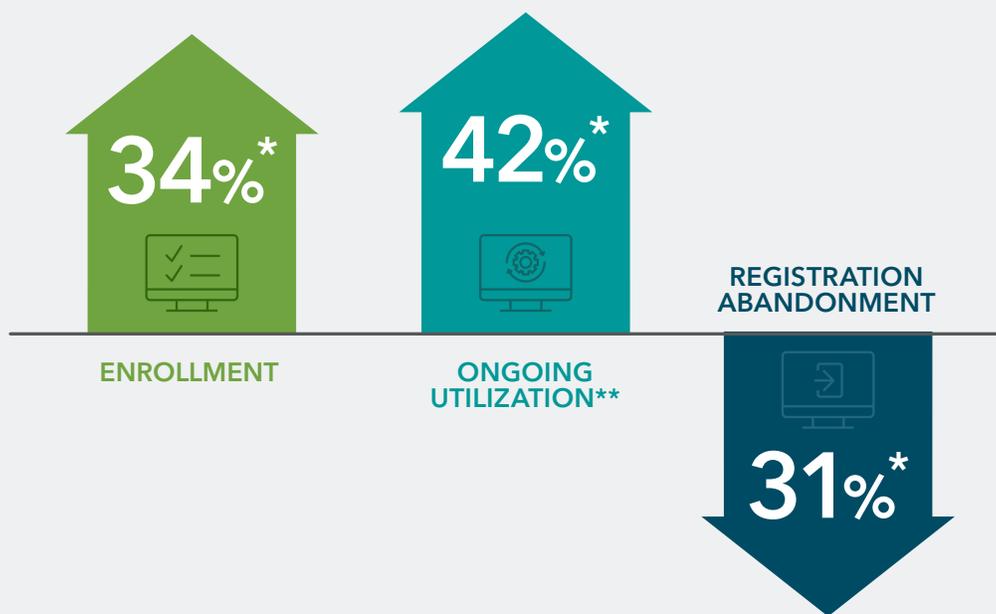
RESULTS:

Higher Enrollment, Improved Utilization

Quantum Health's core healthcare navigation and care coordination services already were helping the client close gaps in employees' diabetes care at a rate **8.2% higher*** than industry benchmarks. Building on that foundation, the client leveraged our ability to optimize specialized health benefits to gain more value and impact from the Teladoc Health Diabetes Management solution.

Meanwhile, the client is realizing the positive impact of the program on employees' health outcomes. Across all Teladoc Health clients, members of the program who have uncontrolled diabetes experience an average 1% reduction in eA1c levels after six months.† And they appreciate the experience, **giving the program an average Net Promoter Score of +54.‡**

Our client saw the following results among its unenrolled members engaged by Quantum Health:



* Quantum Health internal data

** Continued utilization six months after registration

† Teladoc Health data, DS-9295

‡ Teladoc Health, Book of Business Review

BUILDING ON A GOOD THING

With **Comprehensive Care Solutions**, employers and their advisors choose any combination of our tiered options to suit their member population and plan goals. From managing and optimizing point solutions you've adopted, to deploying end-to-end solutions for the most complex and costly diseases and conditions, you can easily tailor our services to your benefits strategy.

Built on Quantum Health's unique healthcare navigation and care coordination model, along with Real-Time Intercept® (RTI) and deep healthcare partnerships, Comprehensive Care Solutions deliver:

IMPROVED UTILIZATION

Proprietary RTI lets us intervene early in healthcare journeys for maximum impact on member satisfaction, health outcomes and cost control.

ENHANCED DATA INTEGRATION

We drive benefits performance, outcomes and ROI through data-driven insights.

REDUCED HR WORKLOAD

We save HR teams the time and complexity of researching, contracting and managing multiple benefits vendors.

For more than 20 years, Quantum Health has provided self-insured employers and their health plan members an exceptional healthcare experience. You can rely on us for the navigation services and care coordination solutions that produce Remarkable Results®, **including higher employee satisfaction, better health outcomes and lower healthcare costs.**

ABOUT TELADOC HEALTH:

Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

Learn more at TeladocHealth.com or contact engage@teladochealth.com.

CONTACT US TO MAKE YOUR BENEFITS MORE EFFICIENT AND EFFECTIVE.

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