

# Teladoc Health: the global virtual care leader

**TDOC**

publicly-traded  
on NYSE

**50,000**

medical experts across  
450+ specialties

**+2M**

mobile app  
downloads in 2018

**+2,000**

employees  
worldwide

**130**

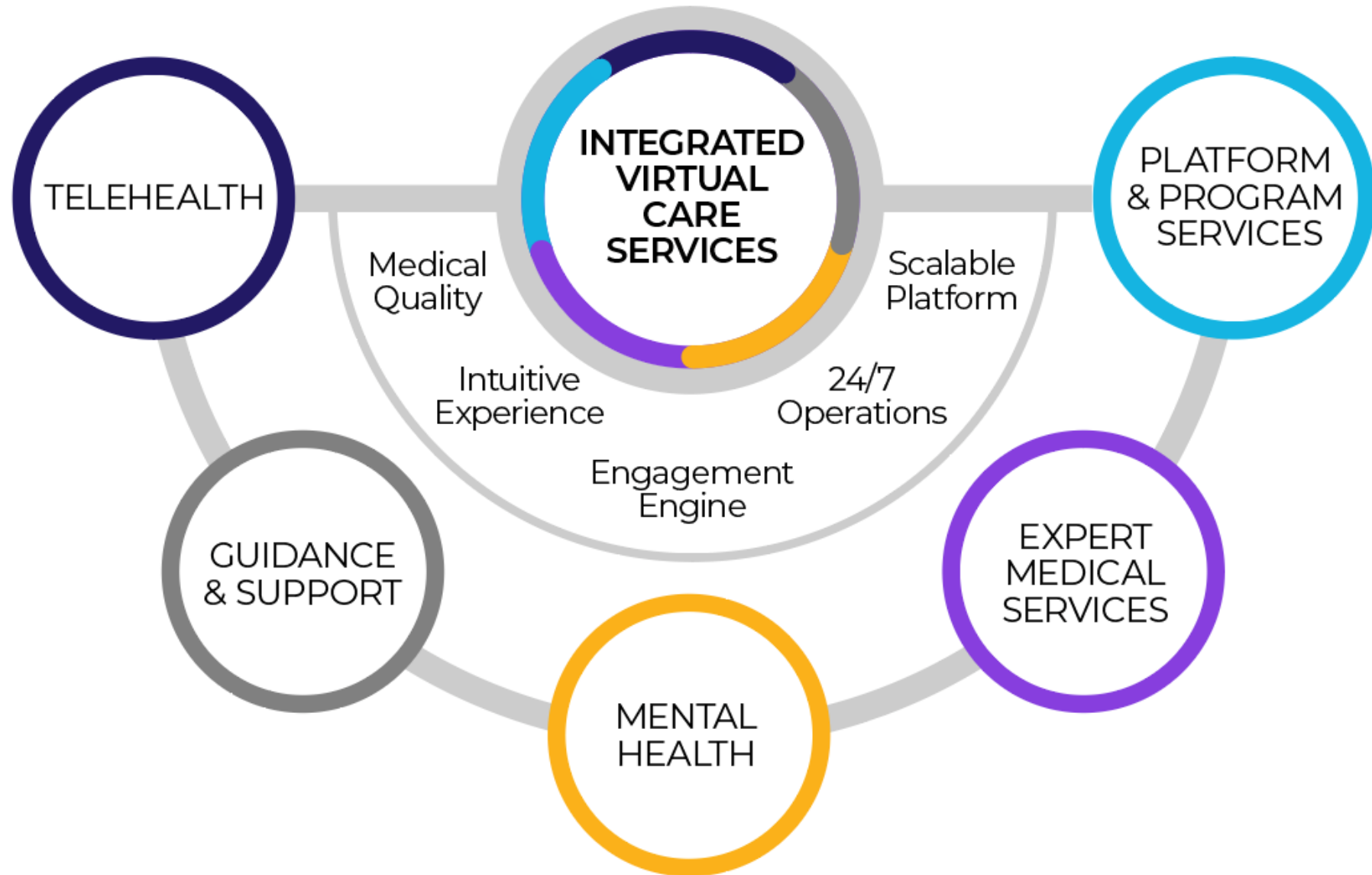
countries and more  
than 30 languages

**2.6M**

virtual care  
visits in 2018



# The only comprehensive virtual care solution



# Challenges with behavioral care access and quality



Shortage of 'brick & mortar' mental health providers, especially in rural areas, along with transportation issues



Misdiagnosis and inadequate treatment pathways



Inadequate integration with other mental health/wellness providers



Lack of expert support for primary care providers



Complex environment to navigate and lack of coordination in healthcare management



Stigma and privacy

# Chronic illness and mental health

- Those with chronic medical conditions experience **2 – 3 times higher risk** for depression
- Of the over 44 million adults in the U.S. suffering from mental illness, **less than 50% seek treatment for it**
- Health limitations further challenge access to behavioral health care
- Higher medical utilization, disability and impaired work productivity estimated to cost **more than \$210 billion annually**





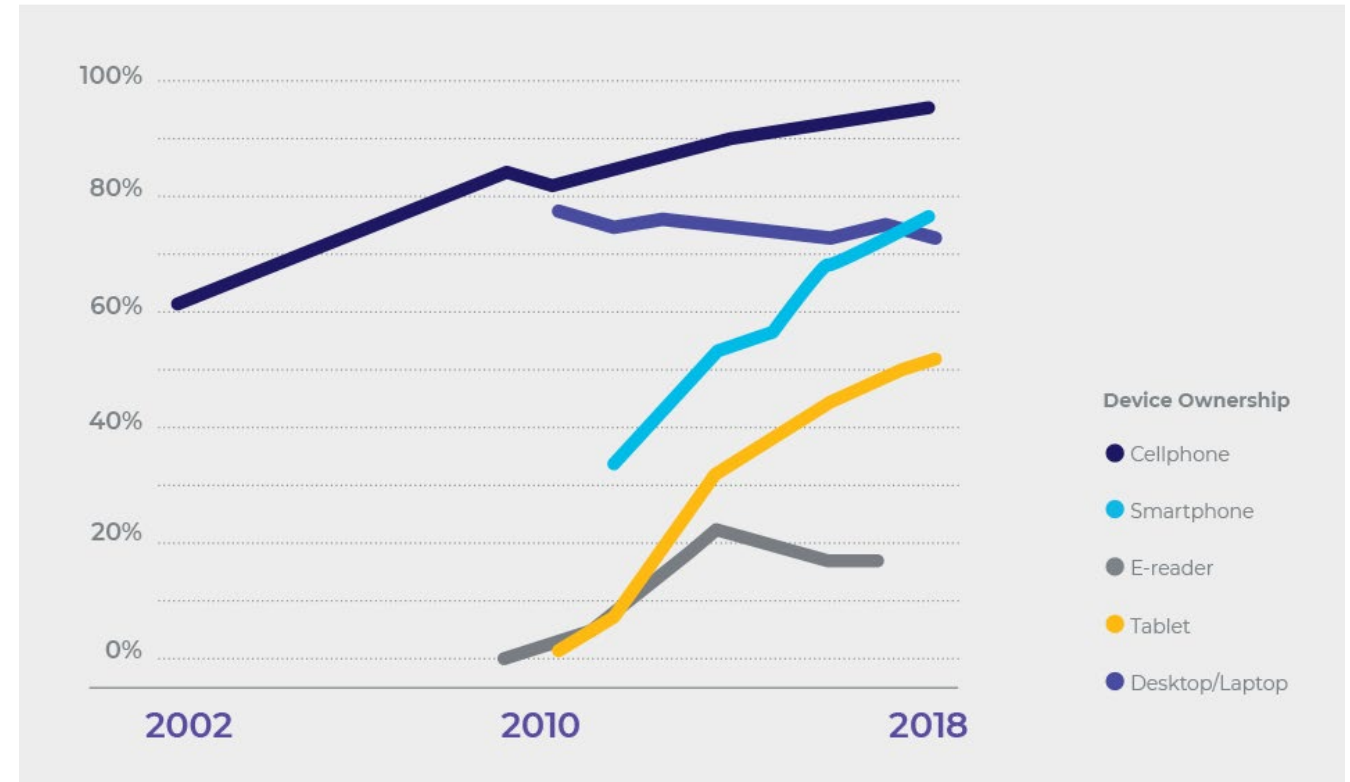
# Clinical Trial Results

- Virtual behavioral health care for people with comorbidities or chronic illness has been shown to **reduce medical and psychiatric hospitalizations by as much as 25 - 30%**
- Recent trial with adults with depression and decreased work productivity resulted in:
  - Improved symptoms
  - Improved at-work productivity loss and absences
  - Estimated at thousands of dollars saved per employee per year



# Current vs. Future State

- Consumers are changing and healthcare needs to change with them
- **75% of people are ready** to use the internet or mobile apps to manage healthcare needs
- **45% of Americans** who have not already tried telehealth services said they **would be open to telehealth for behavioral health care**



# Components of a successful virtual behavioral health solution



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Care from provider of the member's choice



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Average time to complete first visit is less than 7 days



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Ongoing support with the same doctor or therapist



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Visits that are secure, discreet, and confidential



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Offered 7 days a week by phone or video



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Network of board-certified psychiatrists and licensed psychologists and therapists

# Behavioral Health Care impact

## Effective Results

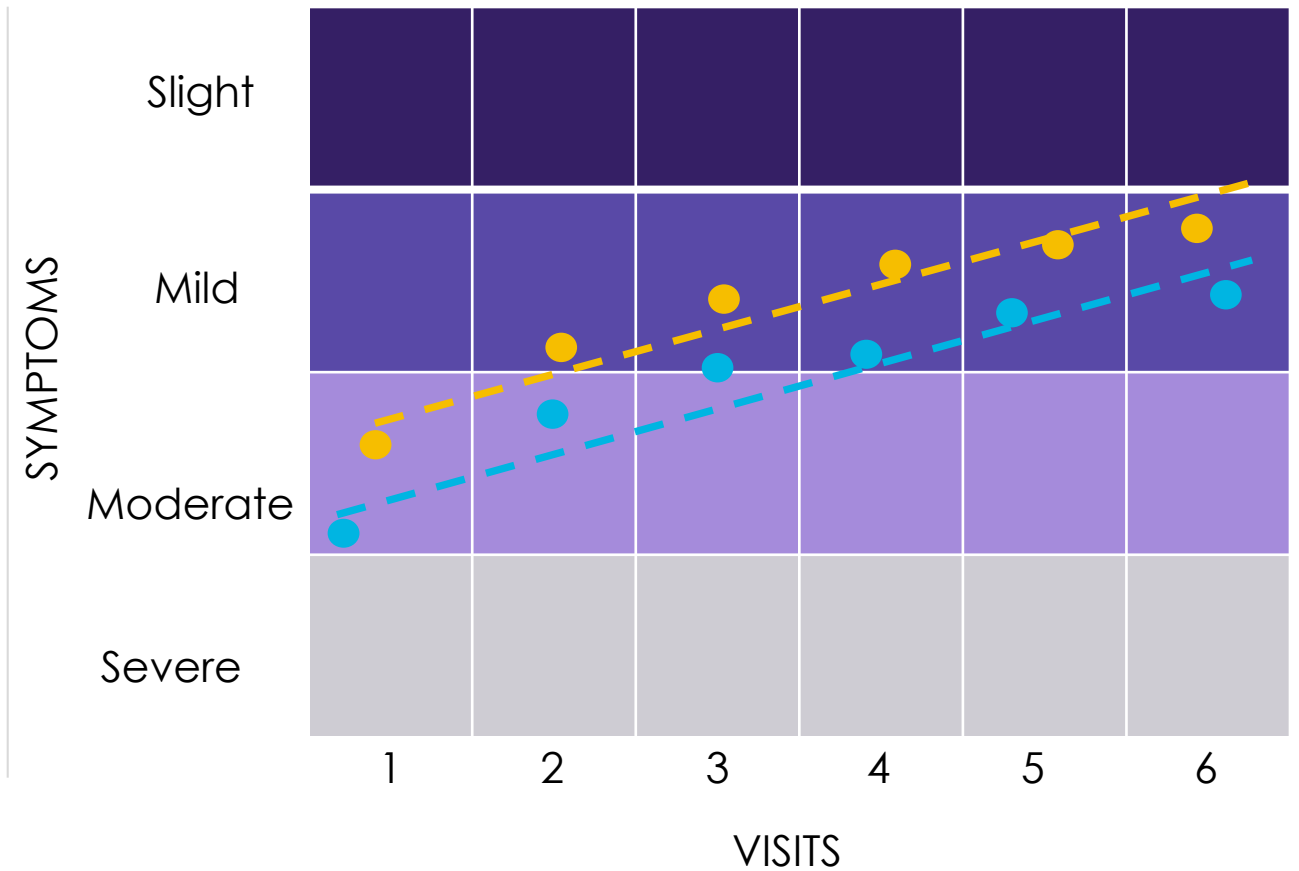


**76%**  
with depression reported  
improvement after the  
third visit



**75%**  
with anxiety reported  
improvement after the  
fourth visit

## Improvement Over Time



**Depression & Anxiety:** Moderate-severe symptoms  
decreased to mild-moderate