



**Teladoc**  
HEALTH

**UMR**

The power of partnership

# UMR and Teladoc Health virtual care solutions



With a full spectrum of services—including primary care, general medical care, mental healthcare and chronic care management for people living with diabetes and hypertension—UMR and Teladoc Health offer a market-leading solution with a “one front door” member experience.

OUR MEMBER  
SATISFACTION TOPS!



## A comprehensive suite of virtual care services

### Primary360

Build ongoing relationships with a primary care team to address long-term healthcare needs, from annual exams to more complex care, including referrals to in-network specialists.

### General Medical

On-demand, 24/7 access to board-certified doctors by phone, video or app. Request a visit or schedule an appointment for a later time.

### Chronic Condition Management Plus

Access a unified and comprehensive program for diabetes, hypertension and diabetes prevention that helps members across a multitude of chronic and mental health conditions under a single price point.

### Mental Health Care

Meet with a therapist seven days a week from the comfort of your home and get support for anxiety, depression, stress and more.\*\*

### Expert Medical Services

Get access to a network of medical experts for guidance, support and recommendations on diagnoses and treatment options.

### Dermatology\*

Upload images and provide details about your skin condition and receive a response and treatment plan in just one business day from a licensed dermatologist. Includes seven-day follow-up for any questions or needs.



## Integrated, intelligent, individualized

The way employees want their healthcare is changing. As expectations shift, plan sponsors must meet members on their terms, and deliver the whole-person virtual care benefits they want and need.

## The value of our chronic condition management partnership

**Simplified contracting.** Our streamlined process features an amendment between ASO and UMR with off-plan year implementations available.

**Pay from Claims Account.** Chronic Condition Management PPM fees are paid from the client's medical claims account.

**Targeted marketing.** Teladoc Health sends targeted member communications to those identified as having a chronic condition diagnosis or other qualification.

**More value.** Performance guarantees are available to employers with more than 20,000 members.

## Benefits for plan sponsors:

**Reduced barriers to care.** A single, user-friendly platform provides more equitable access to high-quality healthcare for anyone, anywhere.

**Managed care costs.** Lower claims costs due to redirecting care and improved clinical outcomes.

**Fewer care gaps.** Robust network of U.S. board-certified providers helps members find the medical specialists they need regardless of situation.

**Higher productivity and satisfaction.** An enhanced member experience reduces absenteeism due to illness and can also help attract and retain talent.

## Enhance your benefits

Contact your UMR account manager today.

\*Available to individuals ages 18+.

\*\*Adolescent (ages 13–17) Mental Health Care services do not include psychiatry.

<sup>1</sup>Teladoc Health data.

LEARN MORE: [TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)

**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.

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