

Together, Teladoc Health and Gravie empower members to lead healthier lives through access to best-in-class virtual care.

Gravie health plan members have access to virtual care, including **general medical, dermatology** and **mental health (18+)** through Teladoc Health, the world leader in whole-person virtual care. Now members can access the care they need whenever and wherever it's convenient for them.



General medical

Convenient access to virtual care for a broad range of everyday health issues. With access to board-certified doctors anytime, anywhere, members can avoid unnecessary trips to the doctor's office and costly visits to the ER, helping employers manage costs

24/7

access to care by web, phone, or mobile app

90%

member satisfaction rate

92%

resolution rate on first visit

Treatment for a wide range of everyday conditions:

- Flu
- Sinus problems
- Upper respiratory infection
- Pink eye
- Bronchitis
- Nasal congestion
- Sore throat
- Seasonal allergies
- Cold
- Arthritis
- Rash/poison ivy
- And more

How it works



Initiate

Member initiates contact through app, web, or phone



Request

Request an immediate visit or schedule a visit at a preferred time



Visit

Visit with the physician via phone or video



Resolve

Physician posts a visit summary to the member's file and sends RX to their pharmacy if necessary

Clinical-quality care

The U.S. board-certified physicians in the Teladoc Health network have an average of 20 years' experience and consistently deliver high-quality care.

Value

4x greater utilization than the industry average by employing smart engagement strategies and delivering a seamless member experience.



I have had multiple employees reach out to thank me for letting them know about Teladoc. Teladoc has helped T-Mobile save more money each year we have been with them. Our ER visits and absenteeism are all down.”

HR Executive, T-mobile



Dermatology

Convenient access to virtual care for a wide range of acute and ongoing skin conditions, including acne, psoriasis, skin infection, rosacea, and more — without the wait. Dermatology through Teladoc Health makes skin care easy.

2 days

to diagnosis versus 32.3 days (avg. wait time in major metropolitan areas)

Approved medication

can be prescribed right through the app or web

How it works



Initiate

Member provides basic information about skin issue through web or mobile app



Upload images

Member uploads a minimum of 3 pictures of the skin issue for the dermatologist to review



View online results

Within 2 business days, the licensed dermatologist responds through the online message center with a diagnosis, treatment, or prescription if necessary



Follow up

Member follows up with the doctor through the message center within 7 days of the initial visit



I noticed a small dark spot on the side of my leg that was asymmetrical in shape. I took a few photos, requested a consultation and shared them right through the app. The very next day, Dr. Levine had reviewed my photos and determined the spot was benign. Instead of waiting weeks to see a dermatologist, I had peace of mind in less than 24 hours! Thank you, Teladoc!”

Adam W



Mental health

Convenient access to virtual care for a variety of mental health conditions. Members 18+ can speak with board-certified psychiatrists, and licensed psychologists and therapists by phone, video, or in-app messaging from wherever they feel most comfortable.

16M

Americans live with major depression

70%

of mental health patients have one or more comorbidities

\$201B

annual spend on mental health in the United States

Common conditions treated:

- Anxiety
- Depression
- Post-traumatic stress disorder (PTSD)
- Obsessive-compulsive disorder (OCD)
- Grief
- Eating disorders
- Stress
- Trauma
- Attention deficit hyperactivity disorder (ADHD)
- And more

Increased demand for virtual mental health programs

COVID-19 fundamentally altered relationships and once-reliable life, work, school and home routines. The number of U.S. adults experiencing mental health symptoms has increased 4X since the pandemic started. More than ever, Americans are turning to virtual mental health care.

How it works



Initiate

Member provides basic information, including eligibility, by Teladoc app, phone, or web



Request

Member selects a preferred mental health provider and schedules a virtual visit



Consult

Member speaks with the selected provider and builds an ongoing relationship



Support

Ongoing mental health management support is provided

A full spectrum of mental health support

Available to new and renewing groups beginning January 1, 2023

In addition to clinical mental health benefits, Teladoc provides members with access to an integrated mental health service that includes personalized, non-clinical care in a single, comprehensive experience. The model uses an accessible digital platform to combine app-based mental health tools and coaching expertise with therapists and psychiatrists, ensuring members get the level of mental health support they need.

Coaching

Expanded access, managed costs, and similar outcomes to therapy

Digital access + human interaction

Maximizes impact with a unique blend of video coaching and digital homework delivered in 7 sessions

Rigorous approach

Led by certified coaches who are Teladoc Health employees trained in structured, evidence-based protocols and supervised to ensure quality

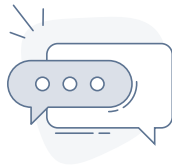
Replaces therapy visits

Manages costs for members needing milder levels of care and alleviates over-extended therapy networks

Clinical assessments measure the member's symptoms, but the system also considers the member's priorities, self-reported needs, stressors and goals, as well as passive behavior, such as what information the member accesses within the app.

Powerful personalization drives engagement

A wide breadth of care steps provides a clear path to optimal care.



1

Assess

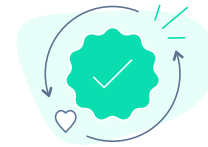
Reveals life context and underlying motivations beyond clinical measures



2

Personalize

Removes burden of self-navigation while enabling choice and customization



3

Iterate

Supports engagement in the journey with progress measures and new materials



All Gravie health plan members get up to **seven virtual mental health coaching sessions included at no additional cost each plan year.**

Effective results

More than 75% of members with depression or anxiety reported improvement after their third or fourth virtual care visit.

High ratings

Teladoc Health's proven engagement efforts connect with members in their time of need, driving utilization.

Mental health support seekers give nearly identical high ratings to their virtual and in-person care experience



My experience was seamless — I scheduled an appointment through the Teladoc app, the therapist was right on time, and I was able to have my session without ever leaving work! What I loved most was that I was able to see the same therapist throughout my care. What a great service!”

Emma S, health plan member



Gravie health plan members get access to virtual general medical, dermatology, and mental health care through Teladoc Health at no additional cost.* They can sign up by logging in to their Gravie account at member.gravie.com.