

## Client success story

# Access and education provide the key for improved health among state's employees



The State of Vermont is committed to ensuring quality healthcare access for all its employees, including those living in rural communities, and the retiree population. As a government entity, the State of Vermont needed to find a virtual care partner who could offer a personalized experience that met the specific needs of its population while also adhering to privacy regulations.

**Industry:** State government

### Virtual care offering:

Diabetes Management and Hypertension Management

“

Sonia, my coach, was helpful, personable and focused on the issues I wanted to discuss. She has helped me focus on my goals, act as a sounding board and quickly access resources to answer all my questions.”

**State of Vermont employee**

## ROI<sup>1</sup>

**3.4x**  
DIABETES

**4.3x**  
HYPERTENSION

## Addressing physical and educational barriers to care

The State of Vermont was feeling the burden of rising healthcare and insurance costs. It knew that addressing chronic conditions among its members could help lower the risk for life-threatening health conditions and ultimately prevent unnecessary medical expenses. But with many of its members living in rural areas with little physical access to healthcare or retirees who found it challenging to manage the healthcare system, the state needed a solution that could literally meet people where they were.

### Approach

The State of Vermont made access and education a priority in the implementation of the programs, allowing all members, employed and retired alike, to make lasting change.



**Customized engagement programs**  
led to increased participation



**Timely intervention**  
prevented costly healthcare encounters



**Proactive condition management**  
reduced overall population risk

“

The ability to provide individualized attention to every member with these programs was a game-changer. Now I know that everyone who needs it has the right support, be it a coach or monitoring device or activity tracker. And we get peace of mind knowing that our member data is safe with Teladoc Health.”

**Clark Collins, Deputy Director of Benefits and Wellness, State of Vermont**



## Results

### Clinical Outcomes<sup>2</sup>

**1.37%**

REDUCTION IN  
A1C FOR MEMBERS  
WHO CHECK 1-4  
DAYS PER WEEK

**9.8  
mmHg**

REDUCTION IN  
SYSTOLIC BLOOD  
PRESSURE

### Enrollment outcomes<sup>2</sup>

**776**

NET NEW  
ENROLLMENT  
IN DIABETES  
MANAGEMENT

**1,773**

NET NEW  
ENROLLMENT IN  
HYPERTENSION  
MANAGEMENT

### Program highlight: Building trust to improve care connections

The State of Vermont found its retired population felt isolated or disconnected from healthcare providers, which made it harder to manage chronic conditions. Without effective management, chronic conditions can lead to serious health issues. By introducing the Diabetes Management and Hypertension Management programs and working with Teladoc Health to provide personalized education and training on the solutions, the state was able to give members more access to resources and the right level of support they needed to take full advantage of the programs.

“

I am able to keep my numbers and associated health concerns in better focus. I am more conscious of my choices as I am more accountable with [Teladoc Health].” **State of Vermont employee**



AVERAGE ACTIVATION  
ACROSS BOTH PROGRAMS

**Enrolled members  
feel better about  
their ability to  
manage their health**

After 2 years in the program ●  
After 1 year in the program ●

**72%**  
**67%**

Second year

First year

\*The testimonials and opinions presented are applicable to the client. Each client's exact results and experience will be unique and individual. The testimonials are voluntarily provided and are not paid.

<sup>1</sup>Teladoc Health's medical savings and ROI methodology evaluated medical claims data across [Livongo] for Diabetes and Hypertension program participants that were 12 months post-launch of the programs.

<sup>2</sup>Teladoc Health Business Review for State of Vermont with member outcome data through July 31, 2023.

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

**About Teladoc Health:** Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

**Teladoc**  
HEALTH