

Client success story

# Providing high-quality care and trusted second opinions to help improve wellbeing for a global workforce



## Inter-American Development Bank (IDB Group)

The leading provider of development financing for Latin America and the Caribbean

### Background

- Headquarters: Washington, D.C.
- 2,000 employees across 29 countries and 4 continents
- Health plan covers current and retired employees and dependents
- Covers care in and outside the U.S., including 4,000-person overseas population

### Virtual care offering

Expert Medical Services (EMS):

- Physicians and nationally recognized experts provide second opinions on diagnoses and treatment options for members to ensure they receive the best care and clinical outcomes possible
- Specialty-matched experts, comprehensive medical reviews, personalized clinical guidance, care navigation and support

## Making it easy for employees to get expert advice and high-quality care

The Inter-American Development Bank (IDB Group) is always looking for new ways to strengthen its positive, employee-centered culture. This commitment to its employees includes providing a high-quality, comprehensive healthcare plan for all employees, retirees and dependents. 99% of IDB Group employees opt into the company's healthcare plan because it provides personalized care — and adapts to the unique realities of their lives, which often includes regular international travel.

Enhancing care for a flexible, global plan to better support a broad range of employee needs posed a significant challenge for this global employer. IDB Group sought a virtual healthcare partner that could provide expert second opinions on demand to help ensure professional care and a seamless employee experience both in the United States and abroad.

## 2022-2023 Results<sup>1</sup>

94%

employee satisfaction

+74%

treatment change after getting a second opinion from a Teladoc Health EMS expert

\$650K+

cost savings  
(2022 and 2023 YTD)

**IDB Group's partnership with Teladoc Health®** to offer access to expert second opinions through the Teladoc Health Expert Medical Services enables the bank to provide a better employee experience, improve care outcomes, increase overall employee wellbeing and drive cost savings for their employees.

## **Making sure each employee has the support they need to improve their lives**

In keeping with their motto, "Improving Lives," IDB Group implemented the Teladoc Health Expert Medical Services (EMS) to provide employees with a direct connection to a second opinion from a U.S.-based expert. The support and clinical guidance from qualified physicians and specialists empowers members to navigate healthcare systems and medical care processes to find resolutions that help improve quality of life and drive cost savings for all.

### **For non-U.S. employees, who may be accustomed to relying on one doctor for their entire lives, getting a trusted second opinion through EMS can help:**



Increase their confidence in navigating international healthcare systems



Advocate for their own wellbeing



Understand their care plans and the best potential courses of action

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**We put our employees front and center in everything we do, and we believe the Teladoc Health Expert Medical Services provide added value to our employees. When our members are going through difficult situations or facing potentially life-changing diagnoses, our partnership with Teladoc Health helps ensure they can achieve a successful outcome.**

**HR Senior Specialist, Inter-American Development Bank**





IDB Group continues to enhance their healthcare offerings in order to support employees' overall wellbeing, facilitate greater peace of mind and drive more positive care outcomes. The bank's efforts include developing a global member app, which highlights Teladoc Health EMS under the "Find a Second Opinion" option. By making the service easy to locate and promoting it regularly through organization-wide communications like their yearly newsletter and quarterly mailings, IDB Group encourages members to take advantage of this offering. Consistent communication of the benefits of Teladoc Health EMS helped the bank achieve high member engagement rates and make progress toward their goals of improving employee satisfaction and global workforce health.

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**We're in an ever-changing world, and we will always prioritize our employees' wellbeing. Teladoc Health has provided the flexible, reliable healthcare support we needed to do that – and their experts are available to our employees anywhere around the world.**

**Andreina Calleja**, Communications Consultant, Inter-American Development Bank

## 2022-2023 Results<sup>1</sup>



### **Positive impact on quality of life:**

better management of symptoms, surgery avoidance and potential life-saving changes in medication recommendations



### **Top diagnosis categories:**

musculoskeletal, potential cancer, circulatory

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

<sup>1</sup>Teladoc Health Business Review for Inter-American Development Bank with Member outcome data through May 24, 2023.

The testimonials, opinions and statements reflect one client's experience with Teladoc Health. Results and experiences may vary from client to client. The testimonials are voluntarily provided and are not paid.

**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.