

Client success story

Improving outcomes with customized, comprehensive chronic condition management



Imagine360

- Third-Party Administrator (TPA)
- 50+ years of healthcare expertise
- Offering Teladoc Health virtual care solutions since '05

Background

Imagine360 is a leading provider of employer-sponsored health plan solutions. Leveraging 50+ years of expertise, Imagine360 delivers on-behalf health plan administration, best-in-class care navigation and clinical guidance, concierge member support and powerful cost savings for both members and plans.

Virtual care offering

- Chronic Condition Management (Diabetes Management, Prediabetes Management, Hypertension Management, Weight Management and Mental Health Management)

Identifying the need for reliable member insights and 24/7 chronic care support

Imagine360 provides high-touch, individualized support to ensure that their clients' members receive the highest-quality care possible. Their in-house URAC-accredited chronic condition management program provides individualized care to members living with chronic conditions such as diabetes and hypertension. In 2020, they determined that their existing remote-monitoring vendor was not meeting their high standards, so they began searching for a more comprehensive remote-monitoring solution. Their existing vendor relied on self-reported data, but with limited access to testing supplies, many program members were not testing often enough, leading to unreliable data and inferior health outcomes.

Imagine360 wanted to identify a virtual solution that could remove these barriers to care and improve support for members living with chronic conditions. They sought a comprehensive solution that could provide a sophisticated remote-monitoring program, 24/7 access to expert coaches and testing supplies at no cost to the member to enable more consistent testing and more reliable data.

Their ideal chronic care management partner would also be able to deliver detailed data so Imagine360's specialized care teams could proactively analyze trends, predict issues, and facilitate regular communication with members and their care providers. Gaining access to these insights would allow Imagine360 to better serve their members' needs and enhance their continuity of care. Having partnered with Teladoc Health® since 2005, Imagine360 knew they could trust Teladoc Health to help them identify a cutting-edge virtual care solution that would fit their needs.

Return on investment¹

2.8x

for Diabetes Management

1.1x

for Prediabetes Management

A longstanding healthcare partnership¹



2005

Imagine360 partners with Teladoc Health



April 2021

Imagine360 implements Diabetes Management solution



December 2021

Imagine360 upgrades to Chronic Condition Management

Leveraging a virtual solution to provide high-quality Chronic Condition Management

Imagine360 partnered with Teladoc Health to integrate the Diabetes Management solution into their existing chronic condition management program in April 2021. Members received access to remote monitoring devices and testing supplies at no cost, enabling them to test more consistently and allowing Imagine360 to collect more reliable data. The partnership also enabled Imagine360 to establish long term, high-touch relationships with members managing chronic conditions, helping them to create personalized goals and actionable steps to improve their health.

With convenient access to individualized coaching, members are able to access the on-demand help they need, exactly when they need it. In addition to empowering more personalized 24/7 support for members, Imagine360 coaches have full access to the Teladoc Health clinical portal, allowing them to proactively assess data and adjust members' care management plans as needed. Using the data provided by Teladoc Health, Imagine360 also delivers quarterly member health data reports to care providers.

Based on the swift success of the Teladoc Health Diabetes Management program, Imagine360 upgraded to the Teladoc Health Chronic Condition Management solution in December 2021. Leveraging their longstanding partnership, Imagine360 and Teladoc Health adapted this flexible solution to fit the specific needs of Imagine360's existing care ecosystem. This implementation allowed Imagine360 to expand its care capabilities across a broader range of chronic conditions by providing diabetes prevention, diabetes management, hypertension management, weight management and behavioral healthcare. By providing customized care management plans that address comorbid conditions and support whole-person health, Chronic Condition Management enables Imagine360 to address high-cost drivers and reduce downstream costs while helping members achieve improved health outcomes.

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Our partnership with Teladoc Health has delivered incredible value for our clients and their members for nearly 20 years. In particular, Chronic Condition Management has helped us increase engagement, improve health outcomes and give members living with chronic conditions the support they need to take control of their health.

Alex Carter, Account Manager for Medical Management Programs, Imagine360

+73

**Net Promoter Score
(NPS)²**



Supporting whole-person care and sustainable outcomes for members who need it most

Managing multiple chronic conditions individually can be challenging, but Imagine360 strives to simplify care management to make their members' lives easier. Chronic Care Management enables members to manage care to address all their comorbidities in one central place. This comprehensive support empowers members to make sustainable changes to their health. Chronic Care Management offers much more than just a member app — it's a powerful solution that enables Imagine360 to maintain their proactive, human-centered approach and make meaningful impacts on their members' health and wellbeing.

To provide effective, high-quality chronic condition management, Imagine360 often offers personalized care and guidance. The TPA successfully leveraged Chronic Care Management's powerful support capabilities to help address social determinants of health barriers and improve upon their already excellent chronic condition management program.

The digital capabilities offered by the Teladoc Health solution also helped drive a significant increase in member engagement. In addition to educating their own team members about the benefits of Chronic Care Management, Imagine360 proactively targets members with chronic conditions with three introductory touch-base phone calls as well as personalized emails and letters from their coaches. As a result, they have one of the highest engagement rates of any of the Teladoc Health partners.

Enrollment and engagement outcomes²

65%

of recruitable population is currently enrolled

98%

engaged in self-guided activities

57.6%

of members enrolled in Prediabetes Management are enrolled in 3 programs

40%

of members enrolled in Hypertension Management are enrolled in 3 programs

Clinical outcomes²

15.5

mmHg reduction in systolic blood pressure

-1.26%

reduction in A1c levels*

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The Teladoc Health flexible virtual care solutions fit seamlessly into our existing programs, providing our members with the high-quality, customized care they need to manage their health and improve their quality of life. The measurable improvements we saw after implementing Diabetes Management led to an easy decision to upgrade to Chronic Condition Management.

Samantha Summers, RN, BSN, CCM, Director, Medical Management at Imagine360

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¹ Teladoc Health Business Review for Imagine360 with Member outcome data through July 31, 2023.

² The Teladoc Health medical savings and ROI methodology evaluated medical claims data across [Livongo] for Diabetes program participants that were 12-months post-launch of the programs.

*For those who check >=4 days per week

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.