

Client success story

# Optimizing mental and physical health through a whole-person approach



**Industry:**

Vision care health insurance

**Employees:**

10k covered lives

**Products:**

Diabetes Management,  
Hypertension Management,  
myStrength Complete

**Sample outcome:**

0.8-point average decrease in  
HbA1c among members with  
uncontrolled diabetes

~80%

ENROLLED IN MULTIPLE TELADOC  
HEALTH PROGRAMS

**VSP has experienced strong employee engagement, ranging from 16% to 37% across the different programs. By contrast, enrollment in an employee assistance program (EAP) is just 2%-3% on average.**

**Overview**

VSP® Vision Care is the only not-for-profit vision benefits company in the U.S., providing access to eye care for more than 80 million members through a network of more than 40,000 doctors worldwide.

Facing an increased need to support the health and well-being of its employees, VSP implemented a whole-person solution for managing chronic conditions—including mental health—all from a single platform.

**Challenge**

VSP already had a data exchange partnership with Teladoc Health to identify and support members living with diabetes and hypertension. The company looked to build on this existing successful partnership to support its own employees. With the strong connection between physical and mental health, VSP sought a program that could support its employees across multiple conditions to improve overall health and well-being. The company also needed a scalable solution with proven engagement to reach employees across office, manufacturing, distribution and lab facility settings, including a subset of Spanish speakers.

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When people have multiple chronic conditions, issues in behavioral health can arise. When we looked at hypertension and diabetes in relation to the Teladoc Health Chronic Condition Management programs, they encompass every part of a person's overall health and wellness; that's what I was really excited to implement.

**April Bettencourt, Senior Director, Global Employee Benefits, VSP**



**0.8%**

AVERAGE DECREASE  
IN HBA1C\*

**12.7<sup>2</sup>mmHg**

AVERAGE REDUCTION IN SYSTOLIC  
BLOOD PRESSURE\*\*

**5.3<sup>2</sup>mmHg**

AVERAGE REDUCTION IN SYSTOLIC  
BLOOD PRESSURE\*\*

**33%**

AVERAGE IMPROVEMENT IN WELL-  
BEING AMONG MEMBERS ACTIVE FOR  
AT LEAST 3 MONTHS\*\*\*

## Approach

Teladoc Health Chronic Condition Management includes connected devices, digital programs and one-on-one coaching to support improved diabetes and hypertension management, as well as myStrength Complete, an evidence-based mental health program that offers a comprehensive set of digital selfcare resources and on-demand access to expert coaches. Email, direct mailers and monthly educational "HR toolkits" drive engagement in the Teladoc Health programs

## Results<sup>1</sup>

The American Diabetes Association recommends an HbA1c of less than 7% for most adults.<sup>3</sup> Lower HbA1c is correlated to reduced risk for diabetes complications. Meanwhile, high blood pressure can lead to heart attacks and other serious complications, causing more damage the longer it's uncontrolled.

After six months of using Livongo programs, the percentage of employees with a **starting HbA1c of ≥8% fell from 27% to 17%**. Similarly, 60% of employees with an HbA1c of ≥9% achieved better control. Employees with an HbA1c of ≥10% experienced an average 2.2% reduction. Meanwhile, **79% maintained or improved blood pressure control** after six months of participating in Hypertension Management.

And importantly, employees value the program. Sixty-one percent of VSP employees strongly agree they are happy with their benefits team for offering the Chronic Condition Management program, and **64% report feeling better** in their ability to manage their health with it.

\*Among employees with uncontrolled diabetes. \*\*Among employees with uncontrolled hypertension. \*\*\*Based on WHO score improvement among employees engaged in the platform for more than three months.

<sup>1</sup>Livongo Business Review for VSP with outcome data spanning 850 enrolled members from Jan. 2020 to Oct. 2020.

<sup>2</sup>These reductions are equivalent to starting a new hypertension medication as cited in Paz, Marco A., Alejandro de-La-Sierra, Marc Sáez, et al. 2016. "Treatment efficacy of anti-hypertensive drugs in monotherapy or combination: ATOM systematic review and meta-analysis of randomized clinical trials according to PRISMA statement." *Medicine* vol. 95, 30 (2016): e4071. doi:10.1097/MD.00000000000004071

<sup>3</sup>Estimated HbA1c is calculated from remotely captured blood glucose values using the conversion  $HbA1c = (\text{mean BG} + 46.7) / 28.7$ .

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**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.

