



Your comprehensive virtual care solution



Teladoc Health Team



Michael Goldman
Director, TPA/Reseller



Lori Hutchinson
Director of Solution Strategy



24/7 Care

Fast, convenient care for members
and their families

February 25, 2026



General Medical (24/7 Care): You're never alone

Around-the-clock convenient access

- Speak to a healthcare professional 24/7
- Accessible via [phone or video] from home, work or while traveling*
- Valuable for people of all ages

Comprehensive care for common conditions

- Care for non-urgent medical needs like sore throats, sinus infections, allergies, cold, flu and more

Cost-effective

- Avoid unnecessary ER visits for non-emergencies
- Lower out-of-pocket expenses compared to emergency room and urgent care

Accessible

- Teladoc Health supports several languages, including American Sign Language, through 3-way visits with an interpreter

9:41

< —————

Current estimated wait time

10 mins or less

This is an estimate only. Your actual wait time may vary during peak hours.

*Required

Select visit type*

Phone Video

Select a time*

As soon as possible

Select ASAP to wait. Or you can schedule a visit for today or tomorrow between 7 AM and 9 AM.

Continue

Key Features Of 24/7 General Medical

24/7/365 coverage for all ages

through web, phone or mobile app, when and where members need it most, eliminating long wait times and delayed or deferred care

Board-certified providers with 15+ years of experience

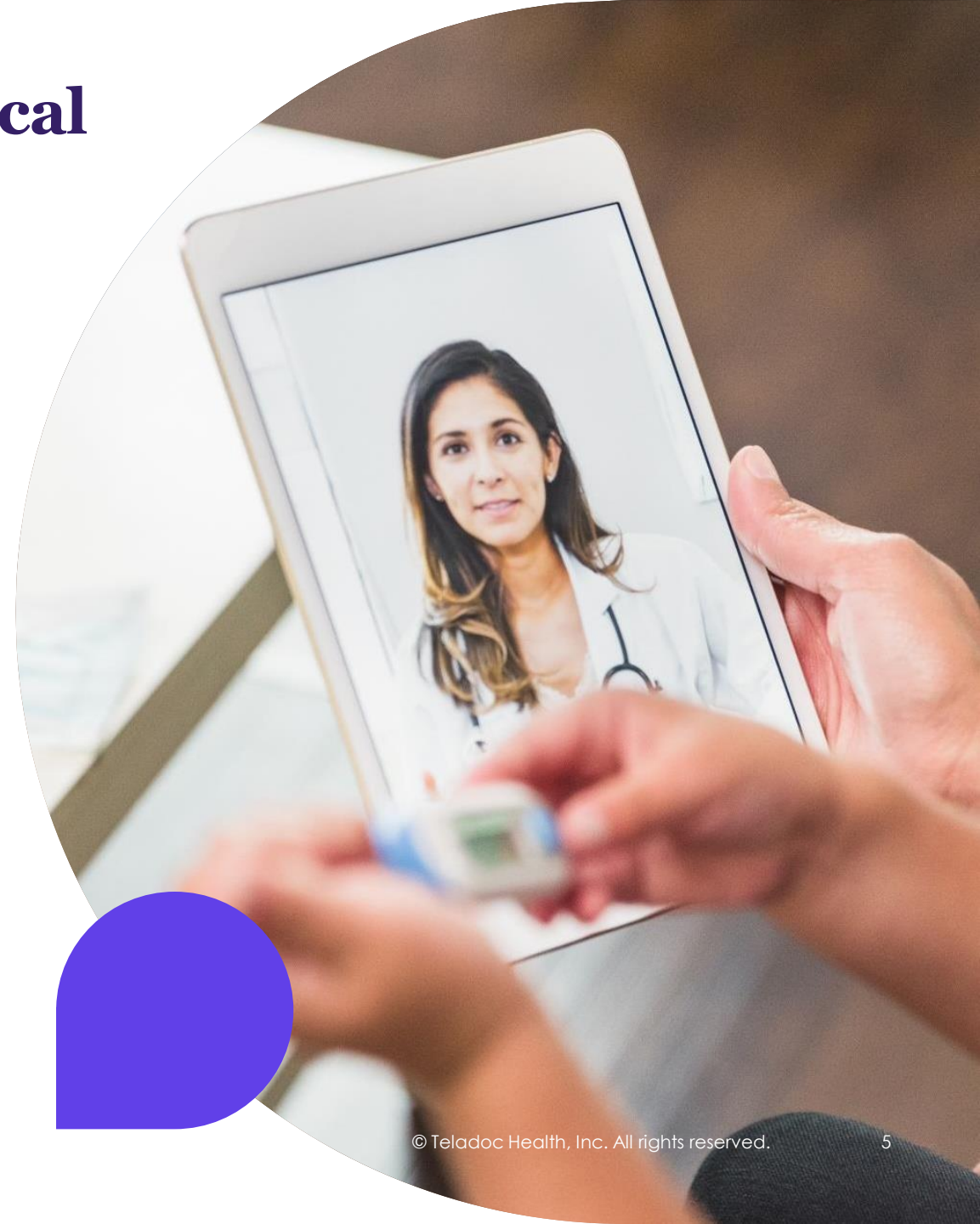
address a broad array of non-emergent health issues, so members have even more support and coverage for their health concerns

10 minutes average wait time

compared to the 2-4-hour average wait time for emergency rooms¹, so members and their families feel better quicker

95% resolution rate in the first visit

due to provider quality and experience which results in 90% members satisfaction





Rash/poison ivy ●

Cough ●

Sunburn ●

Pink eye ●

Tick bites** ●

Medications
for travel** ●

COVID-19 ●

Urinary tract
infection ●

Bronchitis ●



Care for a wide range of non-emergent conditions*

● Flu

● Cold

● Ear infection

● Arthritis

● Backache

● Sinus problems

● Food poisoning

● Seasonal allergies

● Upper respiratory
infection

Cost-savings and satisfaction guaranteed



\$465

claims savings
per visit³

Dermatology

Dermatology:

Making skin care easier

Convenient access

- No need to wait weeks for an in-person dermatology appointment
- Upload images of your skin condition to the Teladoc Health app for a licensed dermatologist to review
- No need for a phone call or appointment

Fast diagnosis and treatment

- Within 24 hours or less, receive a diagnosis and customized treatment plan from a board-certified dermatologist, including a prescription if needed*

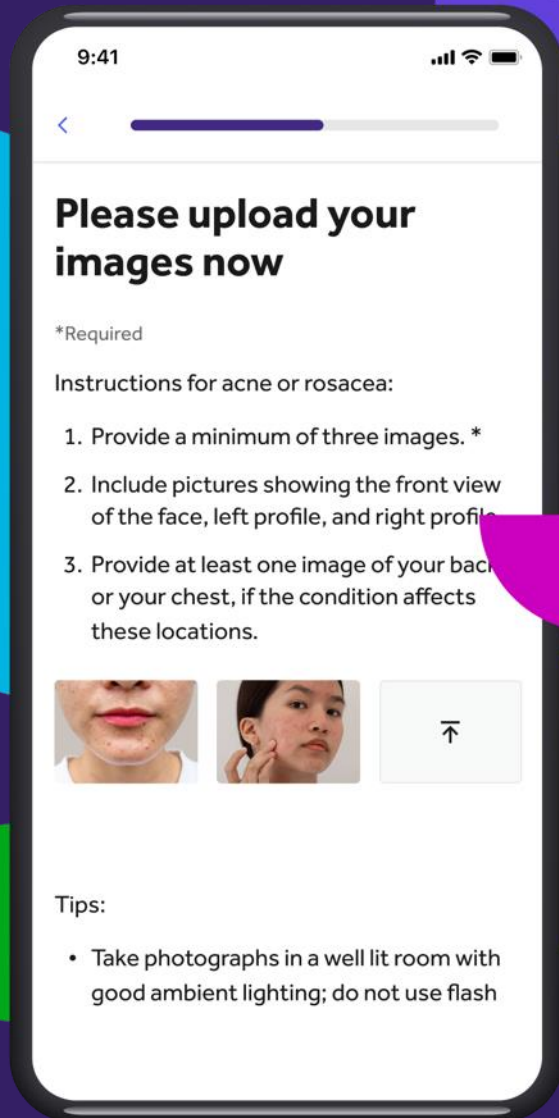
Comprehensive care

- Dermatologists treat a wide range of skin conditions – acne, eczema, poison ivy, rashes, rosacea, skin infections and more

Secure communication

- All communication with the dermatologist is through the Teladoc Health secure message center in the app
- Ask follow-up questions at no charge for up to 7 days

* Rx limited to two refills for the same diagnosis in a year



- Acne
- Bug bites
- Dermatitis
- Eczema
- Poison Ivy



- Psoriasis
- Rash
- Rosacea
- Skin infections
- Sunburn

Nutrition

Nutrition: Empowered dietary choices

Personalized guidance

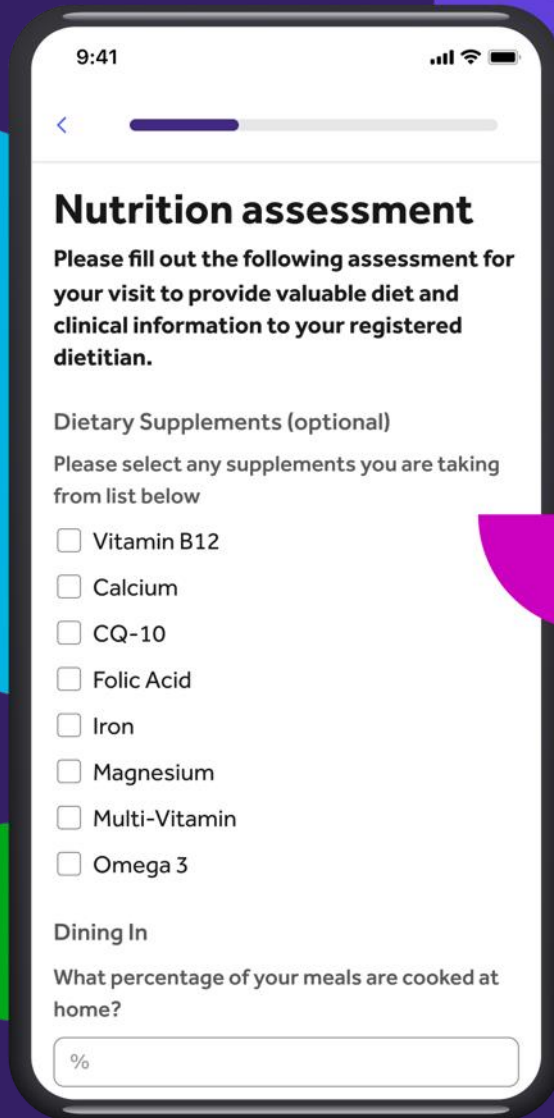
- Speak with a registered dietitian by phone or video
- Personalized advice tailored to your health needs – whether managing symptoms related to an illness, chronic condition or other medical concern

Convenient access

- Schedule visits 7 days a week (from 7am – 9pm local time)
- Connect with a dietitian from anywhere you are using the Teladoc Health app

Comprehensive support

- Work with dietitians across all 50 states
- Receive a personalized nutrition guide which could include a customized meal plan, shopping guide and more



9:41

Nutrition assessment

Please fill out the following assessment for your visit to provide valuable diet and clinical information to your registered dietitian.

Dietary Supplements (optional)

Please select any supplements you are taking from list below

- ☐ Vitamin B12
- ☐ Calcium
- ☐ CQ-10
- ☐ Folic Acid
- ☐ Iron
- ☐ Magnesium
- ☐ Multi-Vitamin
- ☐ Omega 3

Dining In

What percentage of your meals are cooked at home?

%

Access to specialists that personalize programs to the member's needs



Nationwide network of expert registered dietitians covering different specialties and languages



Registered Dietitians utilize Nutrition Care Manuals from the Academy of Nutrition and Dietetics for members



Providers are available 7 days a week from 7 a.m. to 9 p.m. local time



Personalized and culturally concordant support includes tailored nutritional guide, meal plan and shopping list



Ongoing support and monitoring to ensure members are on track and reaching their goals



Easy access and referrals to other Teladoc Health programs like Mental Health or Chronic Condition Management via the app

Providing a seamless and easy experience for members



Personalized recommendations



Personalized nutrition guide

Patient name: _____
Date (mm/dd/yyyy): _____ Height (ft/in): _____
DOB (mm/dd/yyyy): _____ Weight (lb): _____

Meal plan

Based on your allergies, clinical status, preferences and what we discussed, this is an ideal meal plan for you.

BREAKFAST	LUNCH	DINNER
Overnight oats: • 1/4 cup old fashioned oats • 1 Tbsp chia seeds • 1 Tbsp ground flax seed • 1/4 cup milk <i>(fat free milk, unsweetened almond milk, or kefir)</i> • 1/2 cup Greek yogurt • 1/2 scoop protein powder • 1 cup frozen berries Mix together and refrigerate overnight. Switch with morning snack!	1/2 plate non-starchy veggies Asparagus, broccoli, cauliflower, greens, peppers, etc. 1/4-1/3 plate lean protein 4.5oz of chicken, turkey, fish, pork tenderloin, or lean ground beef <i>(93%/7% or higher)</i> 1/4 plate carbs 1/3 cup cooked rice/quinoa; 1/2 cup cooked pasta, corn/peas, potatoes, 1 cup fruit, etc.	1/2 plate non-starchy veggies Asparagus, broccoli, cauliflower, greens, peppers, etc. 1/4-1/3 plate lean protein 4.5oz of chicken, turkey, fish, pork tenderloin, or lean ground beef <i>(93%/7% or higher)</i> 1/4 plate carbs 1/3 cup cooked rice/quinoa; 1/2 cup cooked pasta, corn/peas, potatoes, 1 cup fruit, etc.
SNACKS	DRINKS	
Pair carbs (aim for 15-20g carb at snack) with lean protein choice Carbs: fruit, crackers, tortilla etc. Protein: boiled eggs, chicken/egg/tuna salad, flavored Greek yogurt, 1% or 0% cottage cheese or plain 1% or 0% Greek yogurt (On occasion: chicken/salmon/tuna pouches, beef/turkey jerky, deli meat roll-ups, etc.)	Consistently aim to drink water throughout the day Hourly goals are great!	

ADDITIONAL NOTES

I would aim to eat within an hour of waking up if possible and then eat every 3 hours after that: breakfast, snack, lunch, snack, dinner, snack. Having a high protein snack between each meal will help you manage your weight loss and help with energy levels!

Fish oil

BPN fish oil/omega 3, momentous fish oil/omega 3, Nordic Naturals Sport Ultimate Omega x2, Naturemade

Whey protein

Dymatize Iso 100, Klean Isolate, BiPro Elite

Disclaimer: The Nutrition Guide is not intended to diagnose, treat or cure a disease. Registered Dietitians do not provide medical care. Please consult with your physician for medical guidance regarding your Nutrition Guide.

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High-quality care ensures members are engaged and getting the right support

ACCREDITATION FROM THE COUNCIL FOR EDUCATION IN NUTRITION AND DIETETICS REQUIRES:



A four-year degree that includes specially designed, accredited nutrition curriculum



Completion of an extensive supervised program of practice at a health care facility, foodservice organization or community agency



A rigorous registration exam



Primary 360

Preventive care that goes beyond the annual visit to help members live their healthiest lives

February 25, 2026



Primary360:

Convenient high-quality care supporting the whole you

Comprehensive primary care and more

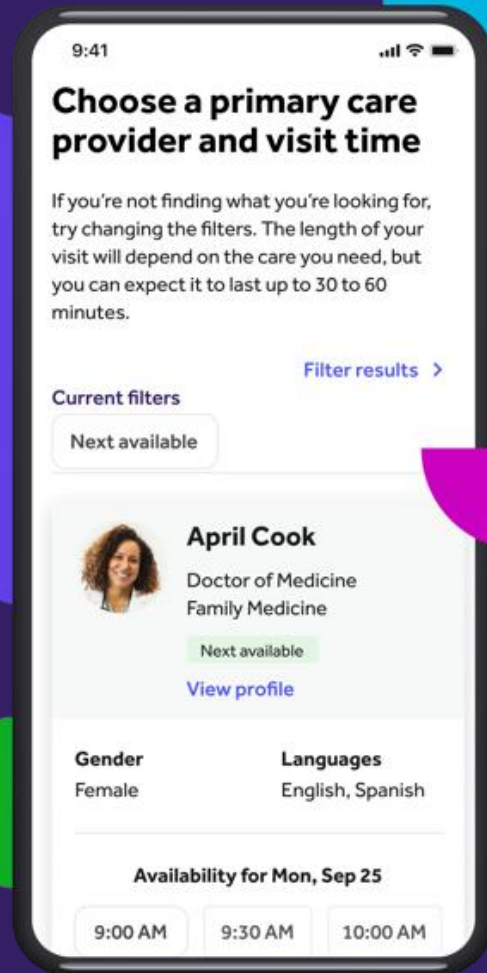
- Access to a dedicated primary care provider of your choice who coordinates all aspects of your health
- Regular check-ups, preventative screenings and personalized health plans
- Access to a dedicated Care Team

Convenient & accessible

- Scheduling that works with your availability
- Telehealth options by phone or video

Why use Primary Care (P360):

- In need of a primary care provider
- Wellness and preventative check-ups
- Treatment for ongoing medical needs
- Help for managing a chronic condition
- Continuity of care when moving or traveling



No other provider does primary care like this



PRIMARY360 CLINICAL MODEL

TELADOC HEALTH VIRTUAL CARE SERVICES



INCLUDED AT-HOME SERVICES



CONNECTED CARE PARTNERS

Teladoc Health's curated partners, integrated to address specialized health needs



YOUR RESOURCES & CARE PROVIDERS

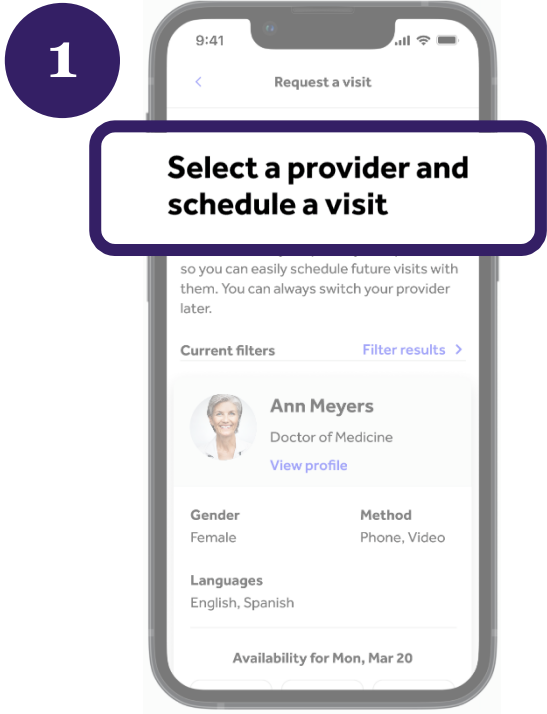


PRECISION IN-NETWORK REFERRALS AND NAVIGATION

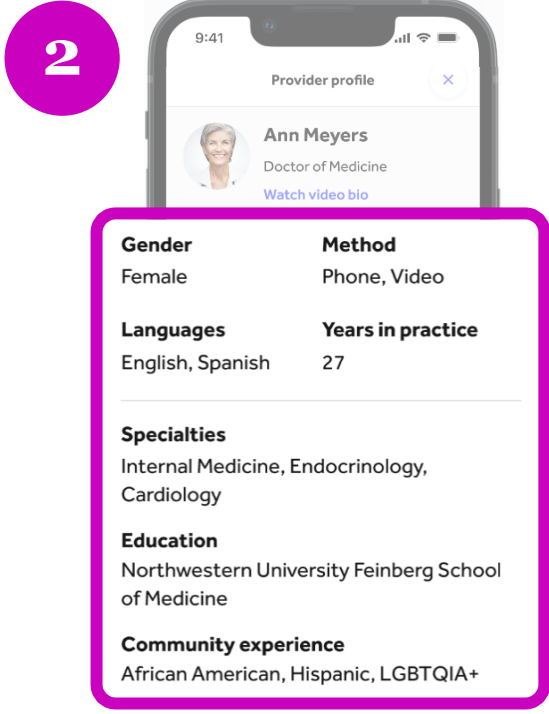
Preventive Screening | Specialists | Imaging | Vaccinations

Advanced EMR/EHR and Data Sharing Capabilities

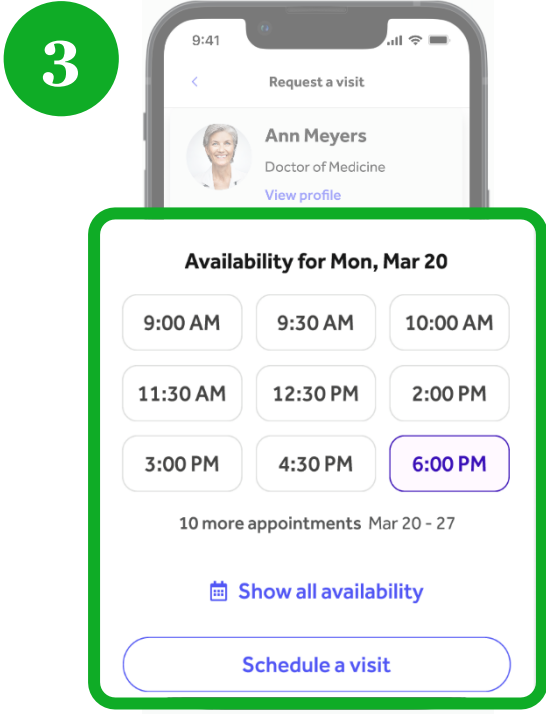
Transparent scheduling empowers members and removes a barrier to care



Member customizes their profile settings (such as language and location) and selects a PCP



Member reviews the profiles of available PCPs, including options to help them find a culturally sensitive provider



Member finds a date and time that works for them and schedules a visit directly

5-day
wait for new patients

1 to 2-day
wait for subsequent visits

Now with even more convenient scheduling for members

FASTER ACCESS TO CARE

- Visits are conveniently scheduled on average within 5 days or less
- Members are now able to schedule a visit within 2 hours (depending on the provider's schedule)

CONVENIENT AND EASY SCHEDULING

Members now have even more convenient scheduling options for their busy lives:

Annual wellness visit:

- Lasts up to 30 minutes
- Review and discussion of medical concerns, medical history, preventive screenings, health goals, and more

Non-wellness visit:

- Lasts up to 20 minutes
- For specific needs including new or existing health concerns, referral request, medication renewal or lab orders



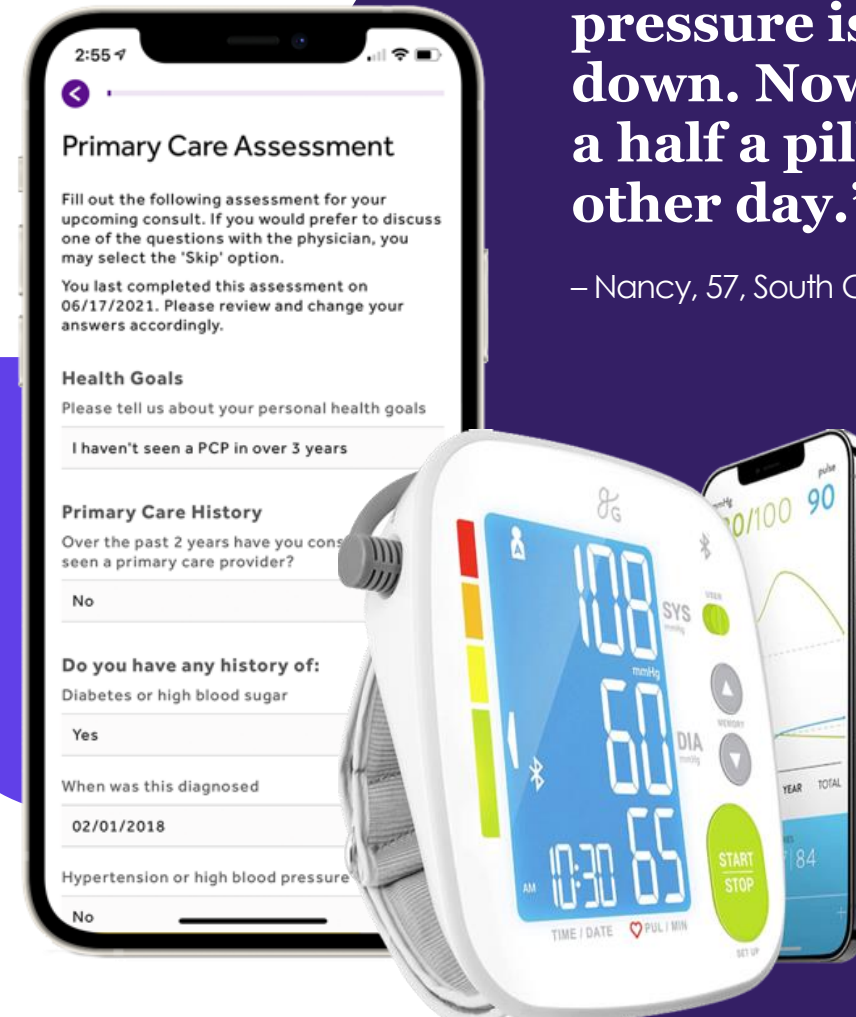
With Primary360, the path to better health starts *before* the new patient visit

BEFORE THEIR FIRST VISIT, MEMBERS COMPLETE A PRIMARY CARE ASSESSMENT THAT INCLUDES:

- Depression and anxiety screenings
- Medical history, health goals and concerns
- With members' consent, the care team will collect medical records on their behalf

A WELCOME KIT CONTAINS:

- Communications that introduce the program and how to get started
- A Welcome Kit that includes a user-friendly blood pressure/heart rate monitor and guide on what to expect during their first visit



“...My blood pressure is going down. Now I'm on a half a pill every other day.”

– Nancy, 57, South Carolina

Member-centered primary care with support at every step

BEFORE A VISIT

Big picture view of member's health

- The Teladoc Health Prism platform collects medical records and summarizes gaps for providers
- Primary care assessment
- Welcome kit and blood pressure cuff
- Prep call with care team

DURING A VISIT

Personalized care with a plan

- Unrushed review of health history, goals and concerns
- The Teladoc Health Prism platform ensures risk factors and gaps in care are surfaced, and are enabled to take action
- Referrals for specialty care, labs, imaging and preventive screening
- Care plan developed through shared decision-making

AFTER A VISIT

24/7 access and easy follow-ups

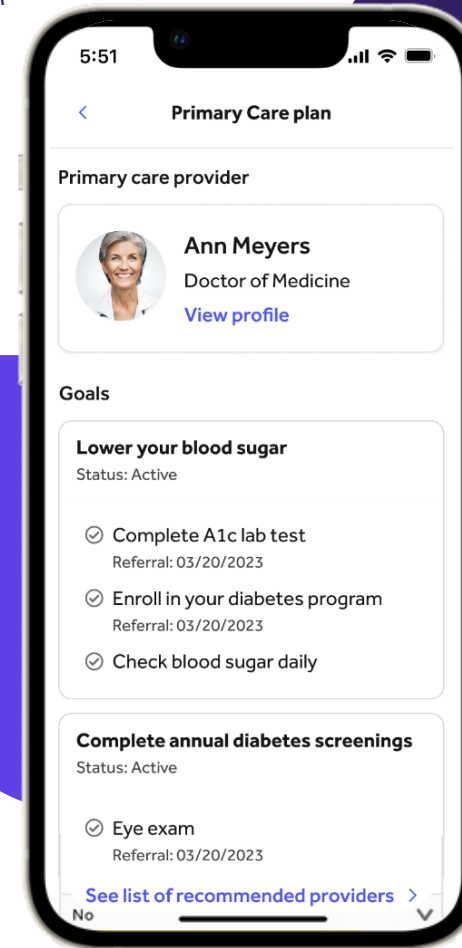
- Care team ensures questions are answered
- High-touch referrals and navigation
- Proactive member outreach

Hands-on continuity of care ensures the best possible outcomes over time

MEMBERS RECEIVE CARE PLAN REMINDERS, CLINICAL NUDGES AND HEALTH AND WELLNESS CONTENT TO DRIVE ADHERENCE AND KEEP MEMBERS ENGAGED IN THE PROGRAM

After a new patient visit, members receive a personalized care plan that includes:

- Visit summary
- Recap of health goals with action items
- Lab results (also discussed in a follow-up call to member)
- Preventive care recommendations
- In-network referral information
- Navigation to additional Teladoc Health services
- Prescription instructions
- Patient education resources



“...getting a response from the nurse was really fast. That was shocking.”

– Conrad, 35, Texas

Addressing gaps in care through prevention, detection and early intervention



EARLY CANCER DETECTION

68%

were referred for and completed a screening for colorectal, breast or cervical cancer¹



MENTAL HEALTH SUPPORT

90%

received follow up guidance aligned to their mental health diagnosis¹

17%

were connected to Teladoc Health's Mental Health services²



CHRONIC CONDITIION DETECTION

50%+

of members with **diabetes** were first diagnosed by their PCP²

35%+

of members with **hypertension** were first diagnosed by their PCP²



Mental Health

Fast, convenient care for members
and their families

February 25, 2026



Mental Health Care:

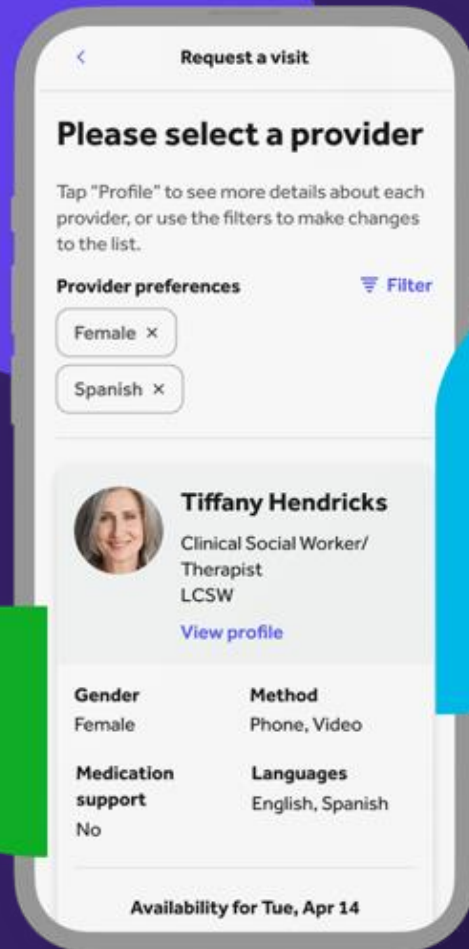
Your first step in feeling like yourself again

Accessible and convenient

- Connect with a diverse network of mental health providers 7 days a week
- Receive treatment for a variety of mental health issues from the privacy of your home
- Accessible via phone or video

Comprehensive, personalized support

- Get support that's tailored to your unique challenges – anxiety, stress, sleep issues, relationship challenges, grief and more
- Meeting you where you are with the high-quality support you need
- Work with a provider who is right for you - continue meeting with the same provider or select a new one. The choice is yours.



Key Features Of Mental Health



We offer care **7 days a week by phone or video** to ages 13+.



Average time to complete a **first visit is less than 5 days.** Same day appointments are available and expanding.



95% of members stay with the same MH provider due to member matching



Most robust network of licensed psychiatrists, psychologists and licensed therapists.



Clinical Improvement within 12 weeks of care. **68% PHQ9 and 69% GAD7 achieve remission** status.



AI optimized scheduling enables rapid access to the right provider at scale resulting in **13% YOY Growth**

Elevate equity through one of the largest virtual networks of mental health care providers¹

MENTAL HEALTH CARE



MATCH MEMBERS TO THE RIGHT PROVIDERS QUICKLY AND EASILY



Provides access to a **diverse network** of licensed therapists and psychiatrists, including providers specializing in **BIPOC²**, **LGBTQI+³**, and **gender-affirming care**



Forecasts need and prioritizes availability in areas experiencing high demand



Matches members to clinicians based on photo, languages-spoken, specialties, gender and more



Includes **medically-certified interpreters** and access to a language line with **over 240 languages**

A simple and easy way to book and manage visits

MENTAL HEALTH CARE EXPERIENCE

1

Request a visit

Who needs help today?

Prior to this visit, please ensure [your medical history](#) is updated with the most current information.

Family members

Claire Foster
43 years old

☐

Parker Foster
12 years old

☐

[+ Add dependant](#)

If this is a medical emergency, please dial 911.

Easily select who the visit is for

2

Let's find the best provider for you

*Required

Reason for visit*

Select an option

▼

Are you looking for medication support?*

Select an option

▼

This question helps us determine if you should see a [psychiatrist or therapist](#) for this visit.

Note: Teladoc psychiatrists can't prescribe or refill [controlled substances](#).

Gender preference

Male

Female

Other

Language preference

English

▼

Matching based on individual needs and preferences

3

Provider preferences [Filter](#)

Male

×

Gregory Smith
Clinical Social Worker/
Therapist
LCSW
[View profile](#)

Gender
Male

Method
Phone, Video

Medication support
No

Languages
English, Spanish

Availability for Tue, Apr 14

9:00 AM

9:30 AM

10:00 AM

11:00 AM

11:30 AM

12:30 PM

Select from a wide range of dates and times

4

Request a visit

Gregory Smith
Clinical Social Worker/
Therapist, LCSW

Gender
Male

Method
Phone, Video

Medication support
No

Languages
English, Spanish

Conditions
Anxiety or Panic, Depression or Mood disorders, Relationship Issues, Stress Management

Types of therapy
Adolescent-Focused Therapy, Cognitive Behavioral Therapy

Education
Master Degree in Social Work at University of Alabama

View profiles to get more details about provider matches

5

Request a visit

Your visit is confirmed!

A confirmation email has been sent to you.

Please join your visit on:

Tue, Apr 14, 2024
at 3 PM ET

Before your visit:

Complete your mental health assessment

You'll be able to access this assessment 30 minutes before your visit. You will not be able to join your visit until the assessment is complete.

Please join your visit from your computer or

Review visit confirmation along with details on what to expect next



“I was experiencing anxiety and utter panic when I found out that I was pregnant with my third child and knew I needed help. I decided to give Teladoc a try on my lunch break, and have to say that I am feeling 100x better. I probably wouldn’t have sought out help if it wasn’t for Teladoc.”

Mental Health Care impact

76%

members with depression report improvement in just 3 sessions²

75%

members with anxiety report improvement in just 4 sessions³

2. Data Disclosure CLO045, August 2019. 3. Data Disclosure CLO044, August 2019

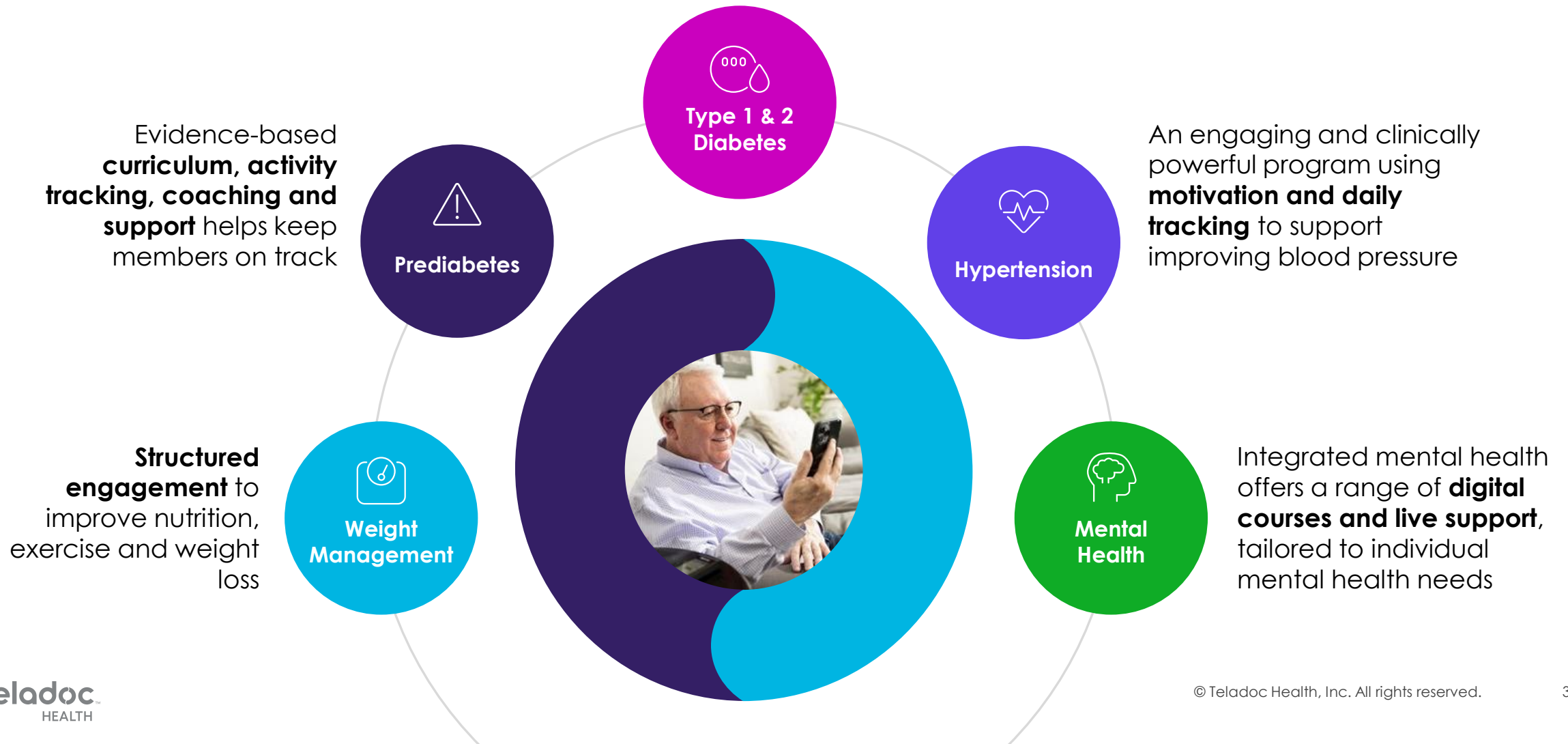
The testimonials, opinions, and statements reflect one member's personal experience with Teladoc Health. Results and experiences may vary from person to person and will be unique to each member. The testimonials are voluntarily provided and are not paid. The individual in the photo is not the member who provided this testimonial.

Chronic Condition Management Solutions



Our solution addresses a continuum of health needs

Personalized tools and support to track blood sugar, develop healthy lifestyle habits and improve glycemic control



Our portfolio of chronic care solutions

	Multi-condition support for:		
	People with Type 1/Type 2 Diabetes	People with Hypertension	People with Prediabetes
Target population			
Multi-condition support	• Hypertension • Weight management • Mental Health	• Weight management • Mental Health	• Hypertension • Weight management • Mental Health
Standard platform features	 Effortless data collection Apps and cellular devices per conditions covered	 Personalized health signals Lifestyle change, medication adherence, emotional support	 Human-centered approach Digital and expert coaching adapts to member needs

Updating and modernizing all devices for 2026

CONTINUED INVESTMENT IN UPDATED DEVICES*


Spanish-language
support for all
conditions

NEW DEVICE



**Expanded carriers and
improvements in accessibility
and supply**

NEW DEVICE



**Range of cuff sizes—small to
extra large**

NEW DEVICE



**Expanded biometrics—body fat% and muscle
mass %**



**Unlocking the
potential of CGMs**

**We're also expanding how we integrate with CGMs—making data more actionable,
amplifying how it's used by our care team and making them more accessible.**

A data-driven personalized experience

PERSONALIZED HEALTH SIGNALS DELIVER CONTENT AND CALLS TO ACTION WHEN MEMBERS ARE MOST RECEPTIVE TO DRIVE BEHAVIOR CHANGE AND OUTCOMES

Self-directed

Program-directed



Expert coaches empowering sustainable behavior change

MEMBERS AND COACHES WORK TOGETHER TO ACHIEVE BETTER HEALTH



**EXPERT COACHES
INCLUDE EMERGENCY
RESPONSE SPECIALISTS:**

24/7 remote monitoring
reach out for high or
low glucose events
within 3 minutes¹

**CERTIFIED BASED
ON CONDITION**



**FOLLOW EVIDENCE-BASED
PRACTICES**



+83 NPS

coaching satisfaction²

96%

members **felt coaching session was personalized** to their needs and health goals²

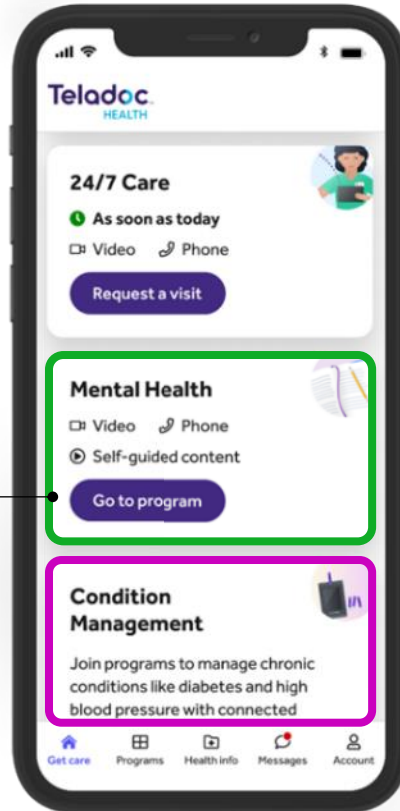
94%

members **felt coach gave them confidence** to manage their health²

Integrated experience focused on overall health — mind and body

MEMBERS SEE BETTER CLINICAL RESULTS WHEN USING TELADOC HEALTH MENTAL HEALTH

Accessible
with the click
of a button

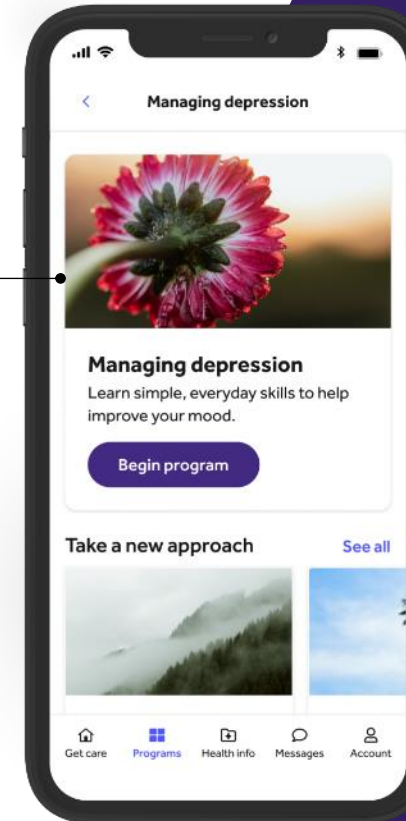


Guiding members to
the right level of care

DIGITAL

COACHING

CRISIS
MANAGEMENT



Support improved outcomes

Members also engaged in Teladoc Health mental health saw:

80+%

Greater improvement in blood glucose¹

30+%

Greater improvement in blood pressure¹

10+%

Greater improvement in weight loss¹



Better outcomes means bigger savings

Average clinical outcomes

2.1%

average HbA1c reduction¹

13mmHg

systolic blood pressure reduction²

5.5%

average weight loss³

Projected Medical & RX Savings

\$215

PPPM savings for diabetes

\$83

PPPM savings for hypertension

\$122

PPPM savings for prediabetes

1. DS-10609 For members starting A1c $\geq$ 8% at 3 months 2. DS-8290 For members starting in Stage 2 at 1-year member tenure 3. DS-12600 For members at 1-year member tenure who started with BMI >30 4. Savings based on anchor condition using Teladoc Health's Cardiometabolic Health Value Model methodology, independently reviewed and validated by Milliman. Read full report [here](#).