



Telehealth Utilization Report

December 2019
County of Hidalgo

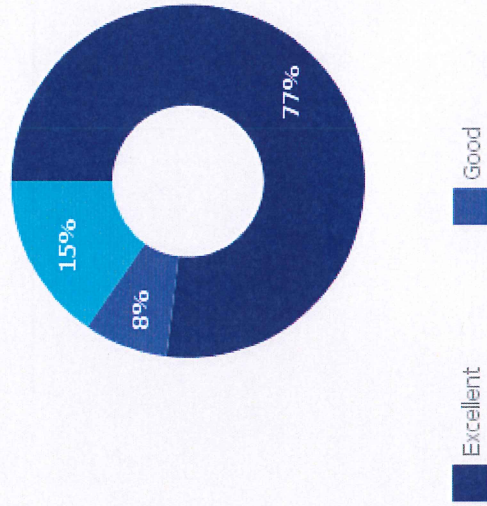
23.4

Total Net Claim Savings



	Visits		Utilization*
	Report Period	YTD	
Total General Medical	128	523	Annualized 13.6%
Total Behavioral Health	N/A	N/A	N/A
Total Dermatology	N/A	N/A	N/A

Overall member satisfaction



Number of Respondents: 13

Gender

General Medical



64%

Female

Behavioral Health

Product not included in plan design

Dermatology

Product not included in plan design

* Behavioral Health utilization is calculated assuming 20% of the population needs care in a given year. This is in accordance to a Kaiser Family Foundation Analysis of the 2015 National Survey on Drug Use and Health. Dermatology utilization is calculated assuming a 25% portion of the population needs care. This is in accordance to the American Academy of Dermatology in a 2013 report, Burden of Skin Disease



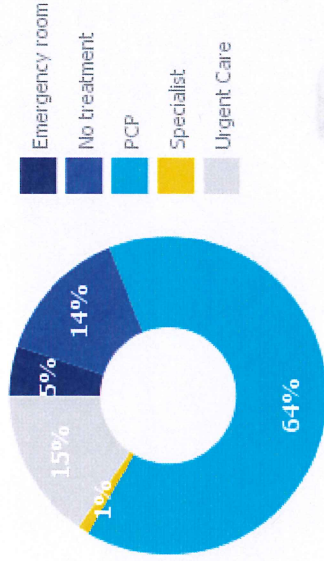
General Medical

Where member would have gone if Teladoc were not available

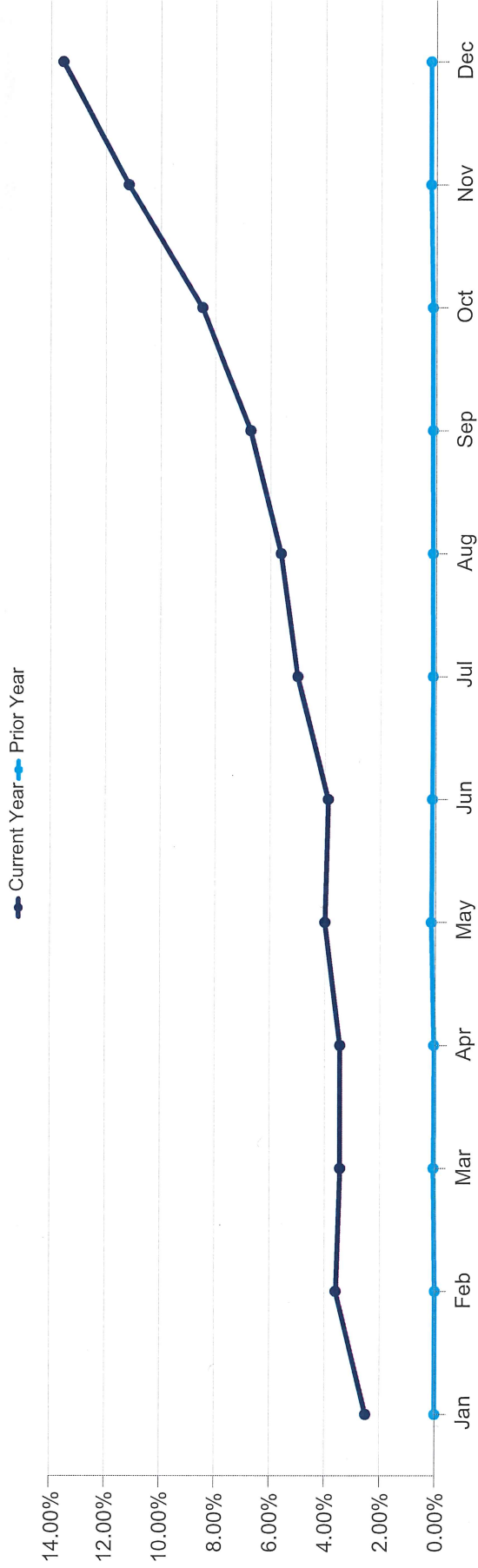
Annualized Utilization

13.6%

(YTD total consults x 12 / # months accrued) / YTD average subscribers.
The denominator for per member per month annualized utilization is YTD average eligible lives.

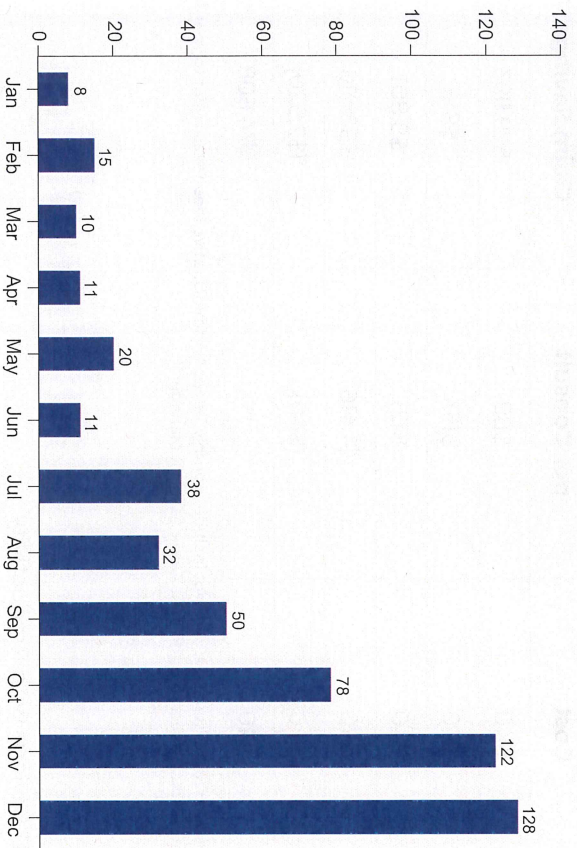


Annualized utilization trend

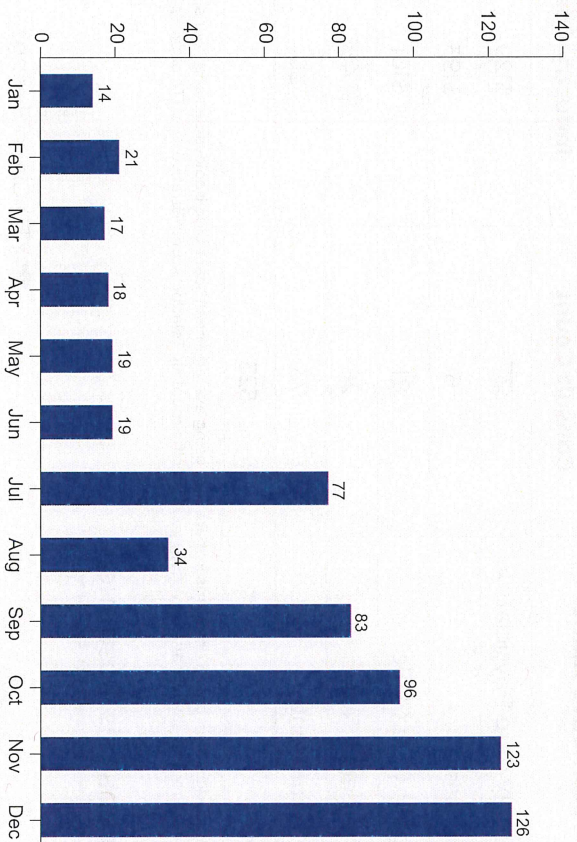


Member activity

Visits this period **128**



Registrations this period **126**



	VISITS		MEMBERSHIP		REGISTRATIONS		MEDICAL HISTORY COMPLETIONS	
	Report Period	YTD	Report Period	YTD AVG	Report Period	Since Inception	Report Period	Since Inception
Primaries	100	390	3,867	3,858	99	516	90	415
Dependents	28	133	2,763	2,799	27	142	25	137
Eligible Lives	128	523	6,630	6,657	126	658	115	552

*YTD Average: Sum of each month's eligible lives divided by the number of calendar months the account is effective. Eligible Lives: All members with access to the service (primaries & dependents).
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Redirection claim savings



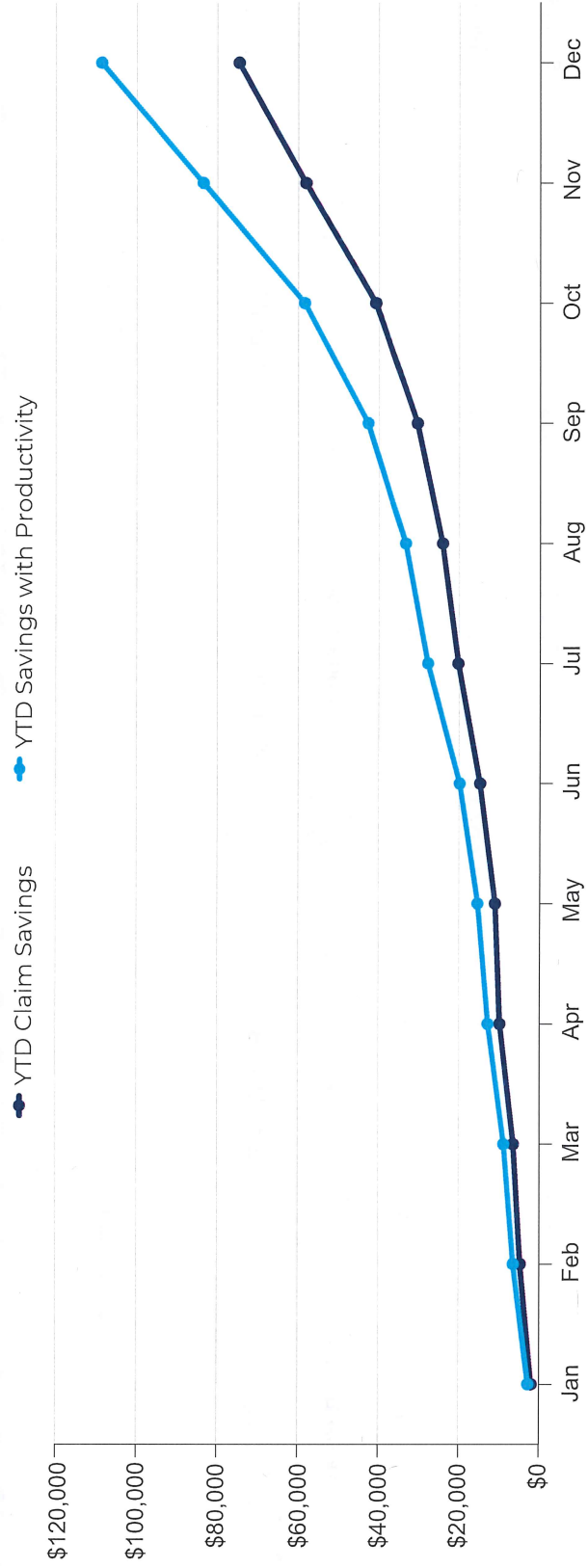
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YTD alternative care options

Alternative Name	Your YTD Consult Count	Average Industry Cost	Teladoc Consult Cost	Net Claim Savings per Consult	Total Net Claim Savings
Primary Care Physician	337	\$129	\$40	\$89	\$29,993
Specialist	6	\$193	\$40	\$153	\$918
Urgent Care Clinic	81	\$161	\$40	\$121	\$9,801
Emergency Room	26	\$1,456	\$40	\$1,416	\$36,816
No Treatment	73	\$0	\$40	(\$40)	(\$2,920)
Total	523		\$40		\$74,608

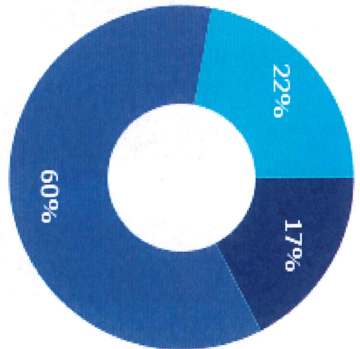
*Savings calculation based on claims impact only using average healthcare blue book values and your specific employee redirection statistics; does not include monthly Teladoc Administrative fees. Please refer to your ROI statement for cost-savings analysis using your specific monthly Teladoc Administrative fees. (To obtain a current ROI statement, request through your Aetna Account Manager.)

Cost analysis illustration

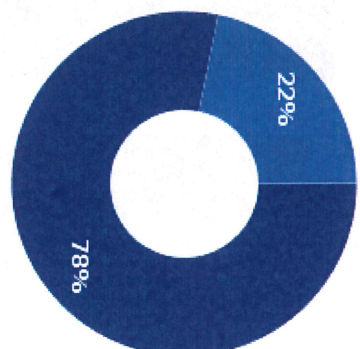


How your members received care YTD

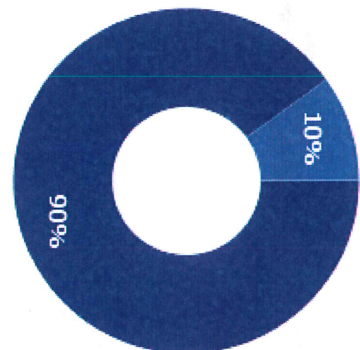
Visit request method



Visit method

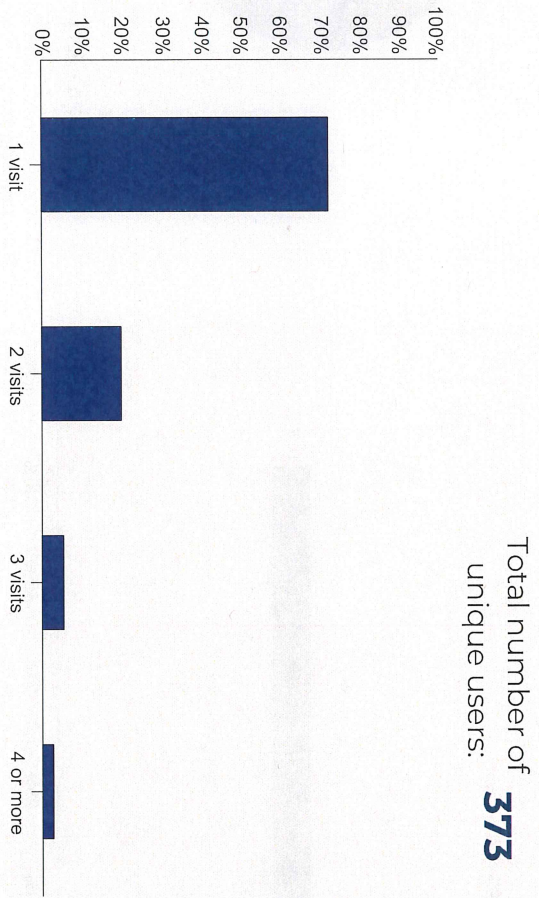


On demand vs scheduled



- Website
- Mobile app
- Call center
- Phone
- Visualized
- On demand
- Scheduled

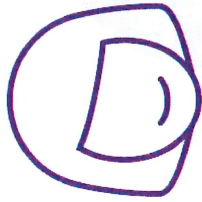
Visit frequency



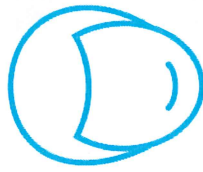
Who received care and when YTD

Gender

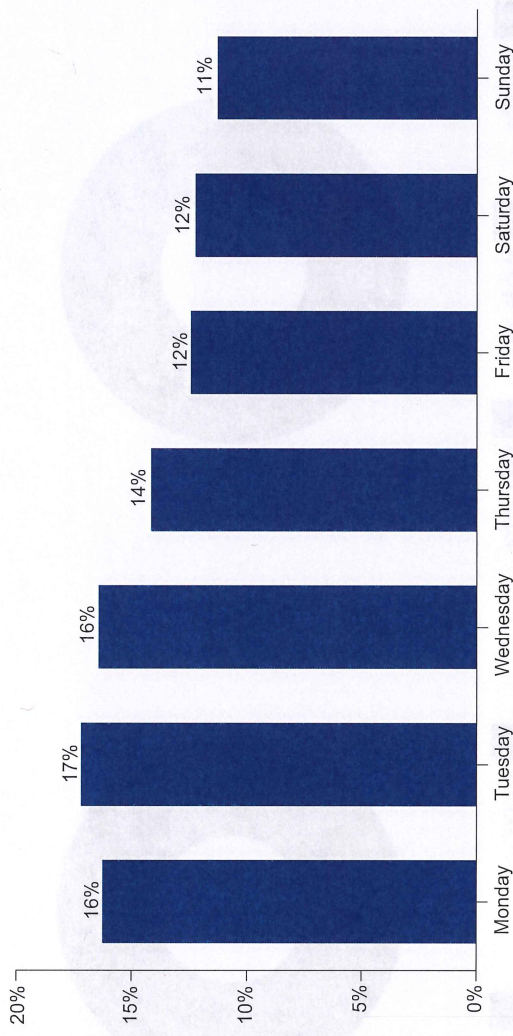
Day of week



64% Female

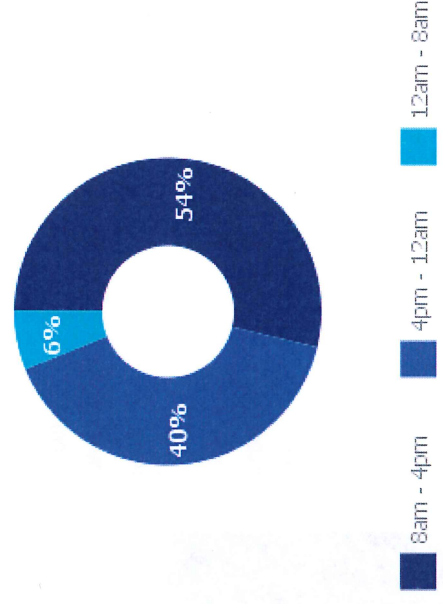
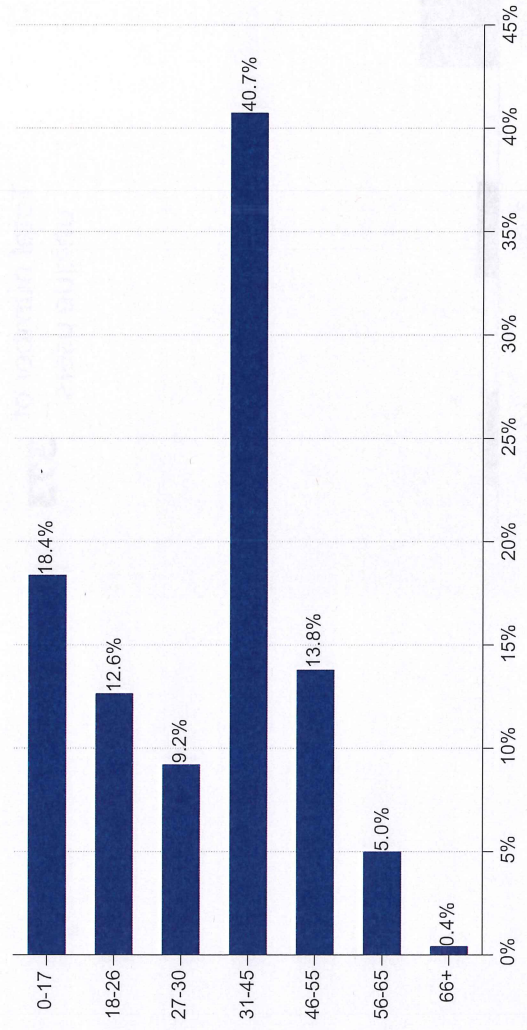


36% Male



Utilization by age

Time of day*

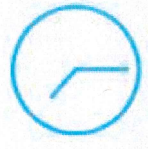


* Times in CST

Where your members received care YTD



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AVERAGE RESPONSE TIME YTD

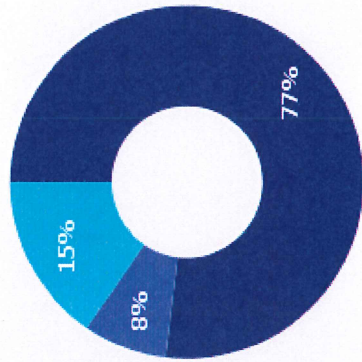
The time between the visit request and when the physician contacted the member

9 minutes

REPORT PERIOD: 17 min

State	Visits	% Visits
Texas	521	99.6%
Louisiana	1	0.2%
North Carolina	1	0.2%

Member satisfaction



Number of Respondents: 13

Top diagnoses

Acute upper respiratory infection, unspecified	14%
Acute pharyngitis, unspecified	4%
Cough	3%
Acute maxillary sinusitis, unspecified	3%
Acute nasopharyngitis [common cold]	3%
Acute sinusitis, unspecified	3%
Urinary tract infection, site not specified	3%
Flu due to oth ident influenza virus w oth resp manifest	2%
Infectious gastroenteritis and colitis, unspecified	2%
Flu due to unidentified influenza virus w oth resp manifest	2%

Top prescriptions written

benzonatate 200 mg oral capsule	5%
Tessalon Perles 100 mg oral capsule	5%
Tamiflu 75 mg oral capsule	4%
Flonase 50 mcg/inh nasal spray	3%
Bactrim DS 800 mg-160 mg oral tablet	3%
Macrobid macrocrystals-monohydrate 100 mg oral capsule	3%
amoxicillin 875 mg oral tablet	2%
Amoxicillin-Clavulanate 875 mg-125 mg oral tablet	2%
Azelastine Hydrochloride Nasal 137 mcg/inh nasal spray	2%
oseltamivir 75 mg oral capsule	2%

Prescriptions by visit

Visits with Rx:.....**376**
 Total Rx:.....**549**
 % Visits with Rx:.....**72%**
 Visits without Rx:.....**147**
 Average Rx per Visit:.....**1.0**