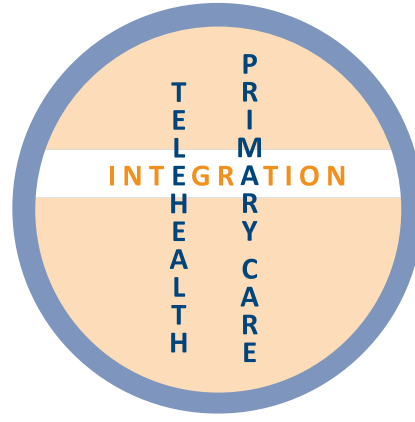


# Findley Davies Research Initiative

First in a series of three remote medicine solution publications

## Emerging Remote Medicine Solutions



### Telehealth Facts & Figures for Employers

Includes Vendor Comparison

Telehealth is the use of electronic information and telecommunications technology to support long-distance healthcare.

### Emerging Delivery Models

**Employer + Telehealth Provider**

- Teladoc (acquired Ameridoc)
- Webdoc247 (iTerpret)
- MyLifePERX
- American Well

**Employers' TPA + Telehealth Provider**

- Teladoc via Aetna
- NowClinic via UHC
- LiveHealth Online via Anthem
- MDLIVE via CIGNA

**Consumer Direct Purchase**

- Teladoc
- Webdoc247
- LiveHealth Online

Employers may also offer as a voluntary benefit with certain vendors. Not an all-inclusive vendor list.

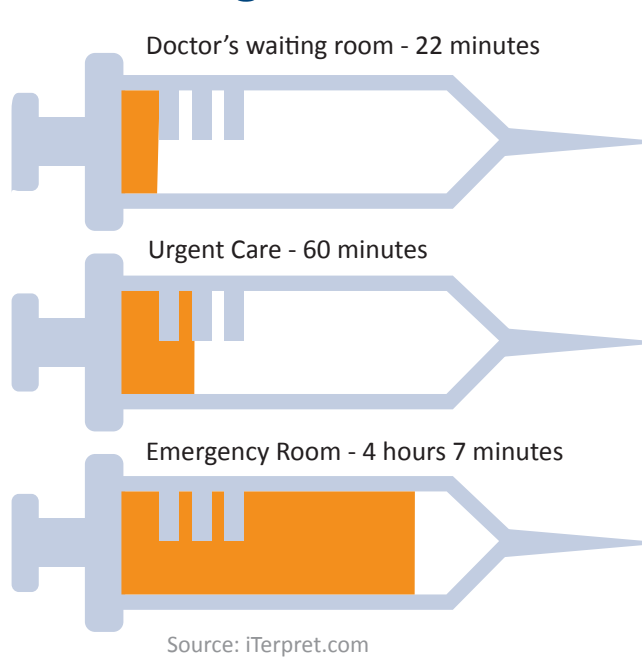
### Visits ▶ Accessibility ▶ Wait Times ▶ Cost

As many as **66%** of urgent care & emergency room visits unnecessary  
Source: Ameridoc.com

As many as **63%** Report difficulty accessing PCPs on nights, weekends, holidays  
Source: Urgent Care Association of America  
PCP – Primary Care Physician

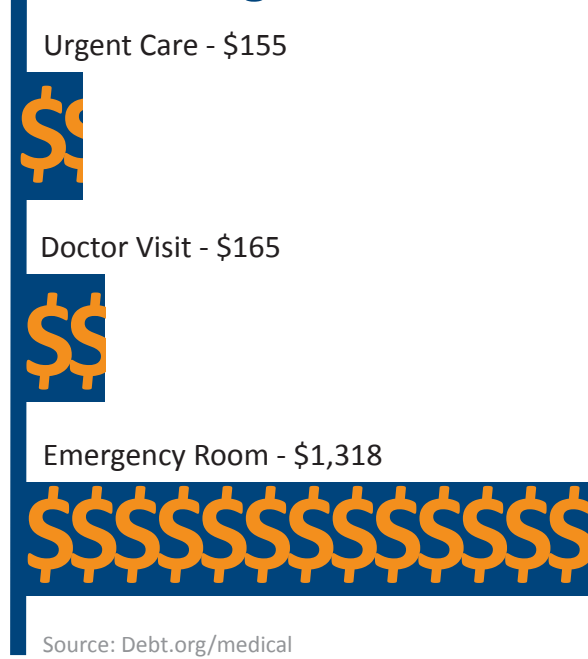
**Average Face-to-face Physician Visit Length**  
**5-10 minutes**  
Source: American Society of Registered Nurses

#### Average Wait Times



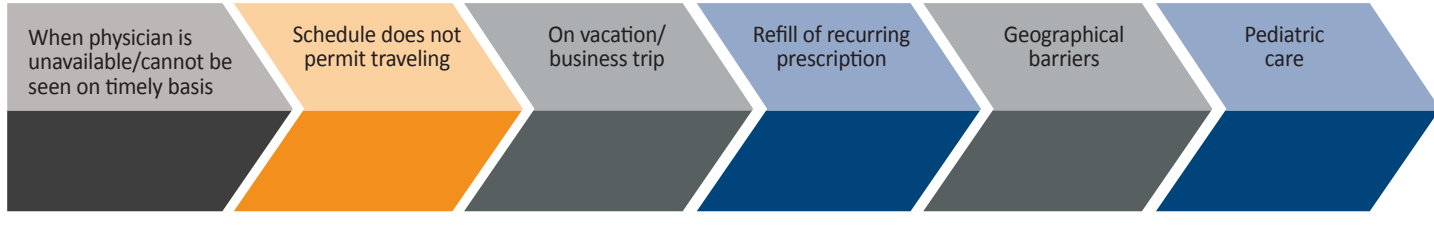
Source: iTerpret.com

#### Average Visit Cost



Source: Debt.org/medical

### When is Telehealth Typically Used?



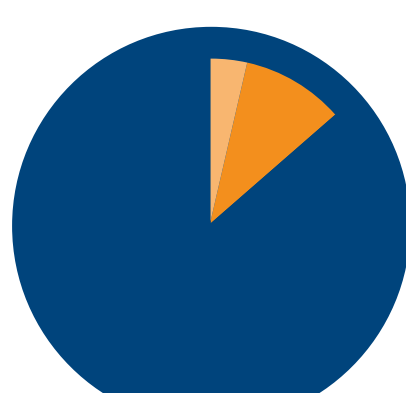
Source: Americantelemed.org

### Top Diagnoses

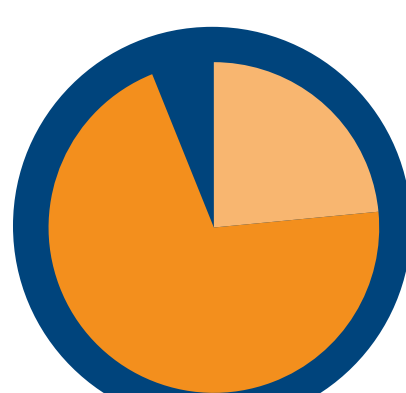
- Headache
- Pink eye
- Ear infection
- Sinus problems
- Nasal congestion
- Allergy
- Cough
- Bronchitis
- Upper respiratory infection
- Stomach ache
- Urinary tract infection
- Prescription refill

Source: Americantelemed.org

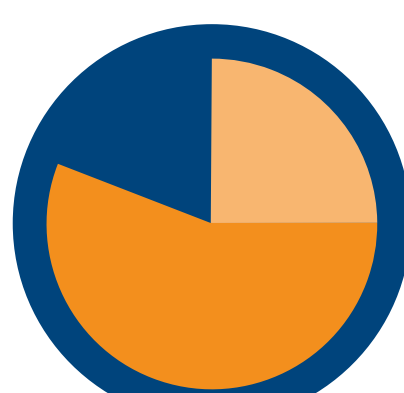
### Telehealth Vendor Data



Participation rates  
**3-10%**



Cases resolved within Telehealth benefit  
**70-95%**



Cases resulting in prescribing of medication  
**54-80%**

Vendor capabilities vary with managing eligibility and administering incentives Per Employee Per Month (PEPM).

PEPM of \$0.35 - \$1.00 + Consult Fee of \$40

### Benefits of Telehealth Services

Reduced  
Bed days of care by **59%**

Reduced  
Hospital admissions by **35%**

Reduced  
Health care costs by **\$2,000** /person/year

Source: 2013 Department of Veterans Affairs (VA)

### Telehealth Key Take Aways

- 1** U.S. Health Care Delivery → Rapid change with Telehealth
- 2** Employer → Convenient access to care for all employees  
Telehealth (phone, video, mobile)
- 3** \$ Investment Value → Long-term strategy  
Reduce presenteeism and absenteeism

First in a series: Onsite/near site clinics and integrated telehealth/primary care solutions to follow



To learn more about Findley Davies' vendor search intelligence and capabilities, contact Kelsey Finucan, 216.875.1915, kfinucan@findleydaves.com.

Findley Davies is an independent consulting firm and trusted business partner. We help you make critical decisions about employee benefits, compensation, and change management to make sure your human resources strategy aligns with organizational objectives. We provide strategic counsel to help navigate the changing benefits landscape and successfully manage workforce issues. At a time when doing more with less is the new normal, we provide advice and administrative power and act as a true extension of your team.