

CLIENT SUCCESS STORY

How a lifesaving organization keeps its employees healthy



The American Heart Association (AHA) has been helping improve people's health for nearly a century. With offices in all 50 states, the flexibility and convenience of virtual care help keep its 3,000 employees mentally and physically fit for a lower cost.

The Challenge

As a self-insured employer, it is important for the AHA to ethically keep claims costs low. Providing easier access to high-quality healthcare through virtual care helps reduce the use of costly urgent care and ER visits. In 2019, with an increased focus on mental health, the AHA expanded its virtual care offering to include mental health services at no additional cost for most employees.

The AHA saved
over \$681K in
claims in one year

Our Approach

Partner

- Provide the latest information and online resources to be hosted on a site available to all employees
- Work closely together to set up a successful series of educational webinars

Promote

- Engage employees through various communications programs throughout the year
- Leverage open enrollment and new-hire orientations to educate employees about virtual care

“People have become dependent on this virtual benefit. We have had so much positive feedback that we know we will always have this option available.”

Bryn Seay, benefits manager, American Heart Association



Extending virtual care to everyone, regardless of plan

When the leaders of the AHA discovered the true value of Teladoc Health's virtual care—convenience, quality, and 24/7 access to U.S. board-certified doctors—they knew it wasn't enough to only offer it to those enrolled in one of the association's traditional plans.

Benefits-eligible employees who opt out of the traditional plans can still access our services with only a

Employees enrolled in one of the association's medical plans are charged a

\$25 copay

\$0 copay

Results

General Medical

43.8%

utilization

\$681,568

claims savings

\$472

average savings per claim

Mental Health

49.94%

utilization

5.3 hours

average time from initial inquiry to response

26 hours

average time from request to scheduled appointment

Summary

Staying true to its mission to be a relentless force for a world of longer, healthier lives, the AHA provides and promotes the highest-quality virtual healthcare to its employees. As an educator and influencer for all Americans, the AHA, with Teladoc Health, leverages its association to responsibly reduce claims while enhancing the lives of its employees and people everywhere.

LEARN MORE

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.