



Teladoc<sup>™</sup>  
HEALTH



Nutrition

# Nutrition: Needs and opportunities



Members struggle to manage chronic diseases



High weight and BMI is detrimental to health



Members lack of education on proper diet



Members might not have access to a registered dietitian



# \$190B

The estimated annual healthcare costs of obesity-related illness are \$190.2 billion or nearly 21% of annual medical spending in the US<sup>1</sup>

# Nutrition: The solution

Members work directly with **registered dietitians** who assess clinical nutrition needs and develop personalized programs including custom meal plans, shopping guides and nutrition manuals—all based on the latest, science-based guidelines for clinical nutrition.



# Nutrition: Key features



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Nationwide network of 150+ expert registered dietitians spanning different specialties and languages



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Personalized nutrition guide includes meal plan and shopping guide, and supplement suggestions



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Assigned Nutrition Care Manuals from Academy of Nutrition and Dietetics



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Ongoing quality assurance monitoring of member and RD feedback and adherence to nutrition guidelines



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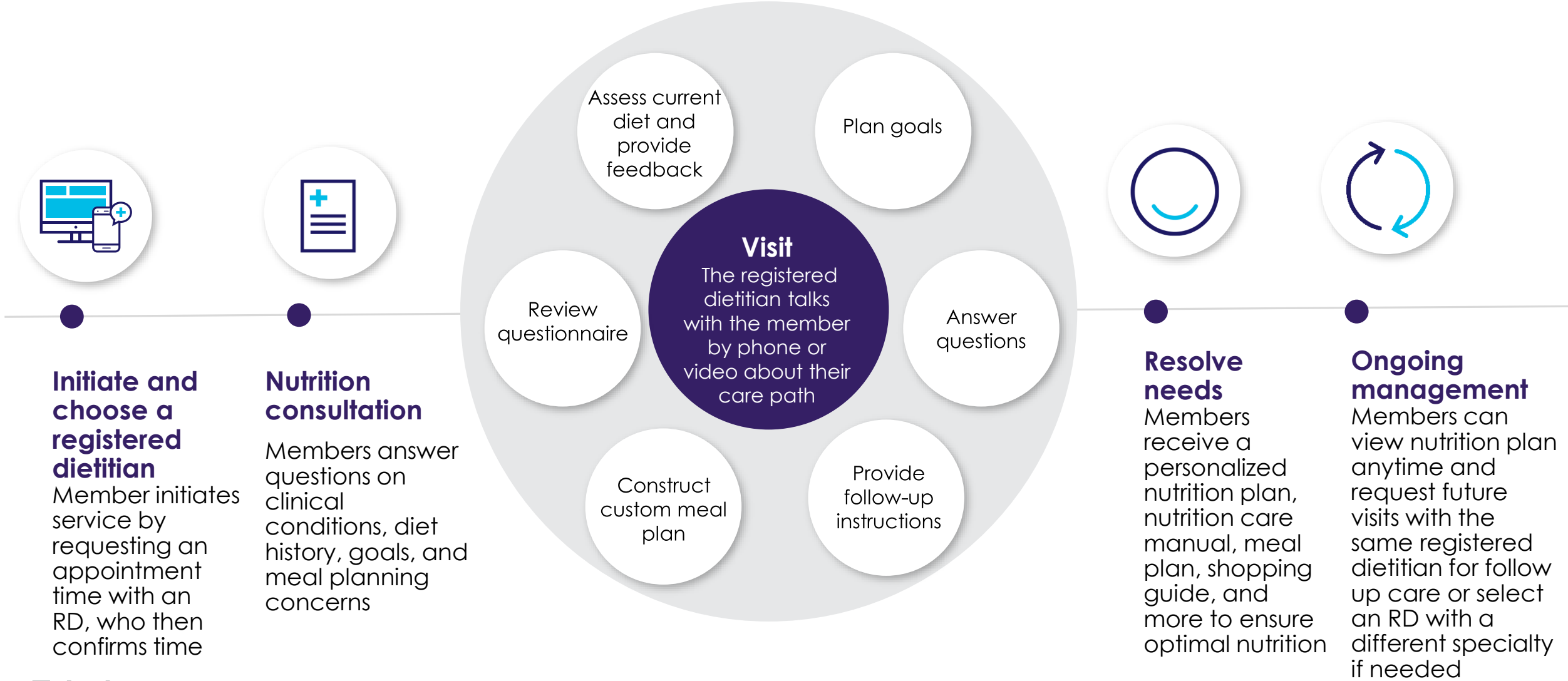
Scheduled appointments 7 days a week, 7 a.m. to 9 p.m. local time



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Visits are available by phone or video

# How Nutrition works



# Personalized planning

RDs partner with members to develop a practical, personalized nutrition plan which includes meal plans and shopping guides to promote sensible, healthy eating.

They help members understand their conditions and how foods might affect it. They will create a diet plan that has the nutrients needed to manage their conditions.



# Registered dietitians have multiple education layers

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

# The difference of specialty care

- Roughly half of all registered dietitians hold graduate degrees and many have certifications in specialized fields
- Registered Dietitians obtain clinical experience in managing various clinical conditions.



Cardiovascular



Diabetes



Oncology



Pediatrics



Gerontological



Sports



Renal



# Nutrition: Advantages



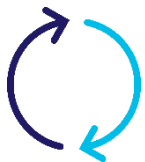
## Specialized care

Members work directly with registered dietitians – not nutritionists or wellness coaches – spanning many specialties, such as sport, renal, autoimmune, gastrointestinal, prenatal, and more. The registered dietitian network is credentialed to accept insurance with many health plans.



## Personalization

Members receive a personalized nutrition guide with a custom meal plan, shopping guide, and nutrition care manuals from the Academy of Nutrition and Dietetics.



## Virtual care integration

Nutrition integrates with other Teladoc Health clinical services for easy access to comprehensive care.

"My primary care doctor was so happy that I finally got to see a registered dietitian for lifestyle modification to help manage my cholesterol.

My doctor advised me that he would increase my statins unless I improved my diet. I kept holding off on seeing a registered dietitian until [telenutrition] made it so easy for me to speak to a registered dietitian over the phone. It was such a game changer for me!"



# Sample Nutrition Care Manual

## High Cholesterol Nutrition Therapy

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A plan called Therapeutic Lifestyle Changes (TLC) can help people who have high amounts of cholesterol in their blood.

- Following the TLC plan can help reduce the low-density lipoprotein (LDL) cholesterol (also called "bad" cholesterol) in your blood.
- High-density lipoprotein cholesterol (sometimes called "good" cholesterol) helps rid your body of LDL cholesterol.

### Keys to TLC

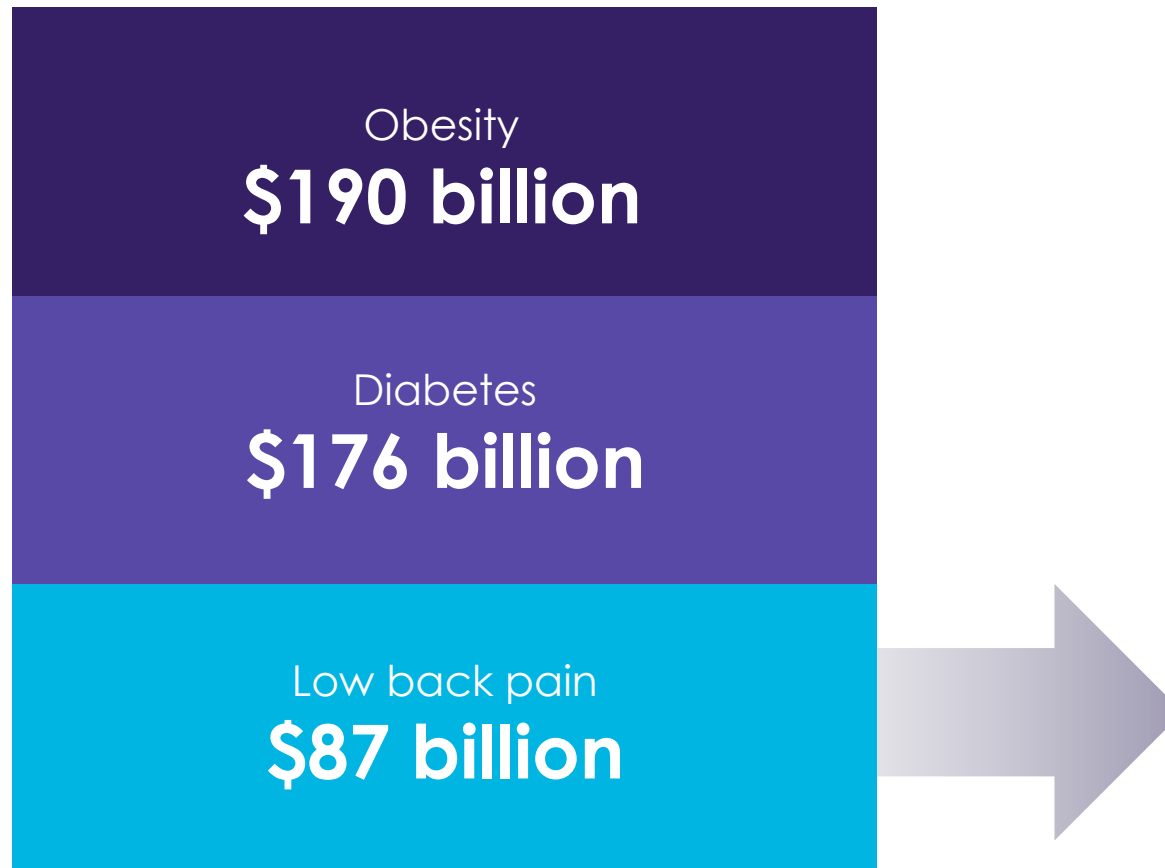
- Limit saturated fats and trans fats:
  - Foods high in saturated fats include fatty meat, poultry skin, bacon, sausage, whole milk, cream, and butter.
  - Trans fats are found in stick margarine, shortening, some fried foods, and packaged foods made with hydrogenated oils.
  - Instead of butter or stick margarine, try reduced-fat, whipped, or liquid spreads.
- Limit the amount of cholesterol that you eat to less than 200 milligrams (mg) per day.
  - Foods high in cholesterol include egg yolks (one egg yolk has about 212 mg of cholesterol), fatty meat, whole milk, cheese, shrimp, lobster, and crab.
- Eat more omega-3 fats (heart-healthy fats):
  - Good choices include salmon, tuna, mackerel, and sardines. Aim to eat fish twice a week.
  - Other foods with omega-3 fats include walnuts and canola and soybean oils.
  - Flaxseed is another source of omega-3 fats. Have it as flaxseed oil or ground flaxseed.
- Limit the total amount of fat that you eat (including heart-healthy fats) to 25% to 35% of the calories that you eat. If you should

# Back Care:

A personalized,  
low-cost back pain  
treatment alternative



# Low back pain conditions are the third-highest medical cost driver



**However, utilization of traditional physical therapy is not optimal.**

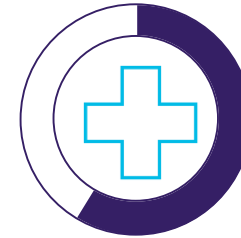
Physical therapy has very low participation with 14% of patients not returning after the first visit and low adherence to the 3x/week model.

Source: Jama Network

# The Solution: Teladoc Back Care

The virtual solution for back care treatment and guidance

- Teladoc Back Care is an online video and exercise based treatment plan coupled with certified coach consultation for monitoring and support
- The convenient virtual-based approach delivers a personalized back care treatment plan that can be done at the convenience of the patient, in their own home.
- The Back Care program is provided through a partnership with Telespine, an online health program developed from over 100 clinical studies for the treatment and management of low back pain.



**62%**

Improved function



**14 days**

Estimated reduced lost work days/episode



**41%**

Reduction in pain

Source: Telespine reported savings

# Key features



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Simple, effective,  
low-cost program to  
reduce pain



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Reminder emails to  
keep members on  
track



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Personalized program  
created through a  
consult with a certified  
Health Coach



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Member access to  
online program for  
one year



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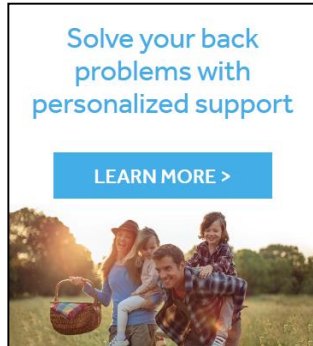
Access to  
supplemental healthy  
back learning videos



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Promotes general  
awareness of correct  
posture and  
movements  
throughout the day

# How it works



1

## Initiate

Convenient direct access through Teladoc.com



2

## Assess

Member completes a 5-minute back health assessment



3

## Recommend

Qualified members are given a customized back care video program



4

## Support

Health Coach consults can be scheduled via chat or phone as member needs support



5

## Resolve

Programs last 4 – 8 weeks with access to healthy back training sessions for one full year





# Sample program views

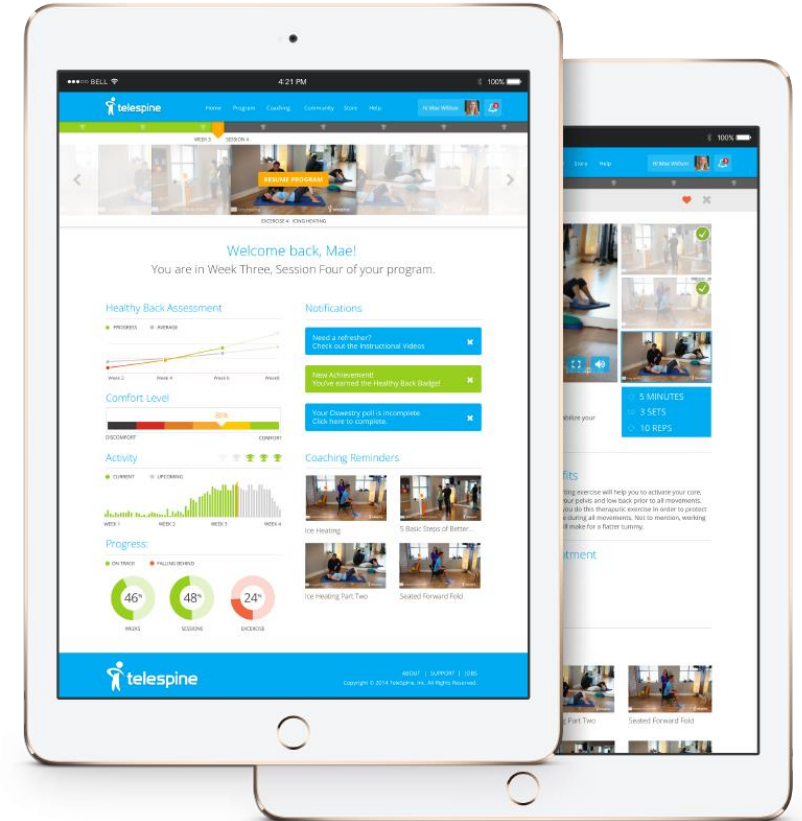
The screenshot shows the Teladoc program interface. At the top, there's a navigation bar with 'Home', 'Basics', 'Coaching', 'Articles', and 'Report'. A user profile 'Hi, Mark!' and a 'Tour' button are also visible. Below the navigation, a progress bar shows 'Basics' completed and 'WEEK 1' through 'WEEK 8' with various completion indicators. The main content area features a video player for 'TrA Alternate Leg Drop' (WEEK 4 / SESSION 1 / EXERCISE 1). The video shows a woman in a purple shirt standing over a man in a blue shirt who is lying on a blue mat on a wooden floor, performing the exercise. Below the video, there are buttons for 'Chat with a Health Coach' and 'Schedule a Consult'. At the bottom, a row of thumbnails shows other exercises: 'TrA Alternate Leg Drop', 'Up Up, Down Down', 'Lying ER Hip Stretch', 'Lateral Hip Stretch', and 'Standing Active Mobility'. A 'Next Session' button is on the far right.

## Easy-to-follow exercises

- Evidence-based program
- Core strengthening
- Decompression
- Mobility and movement
- Safety instruction

## Ongoing monitoring and progress

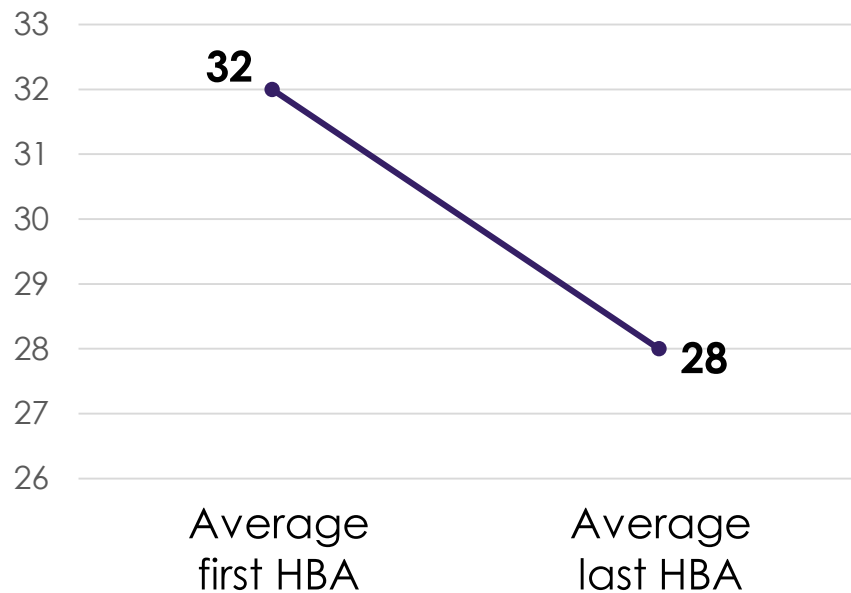
- Advanced analytics
- Assessments
- Acuity screening
- Risk stratification
- Monitoring



# Pilot program client success

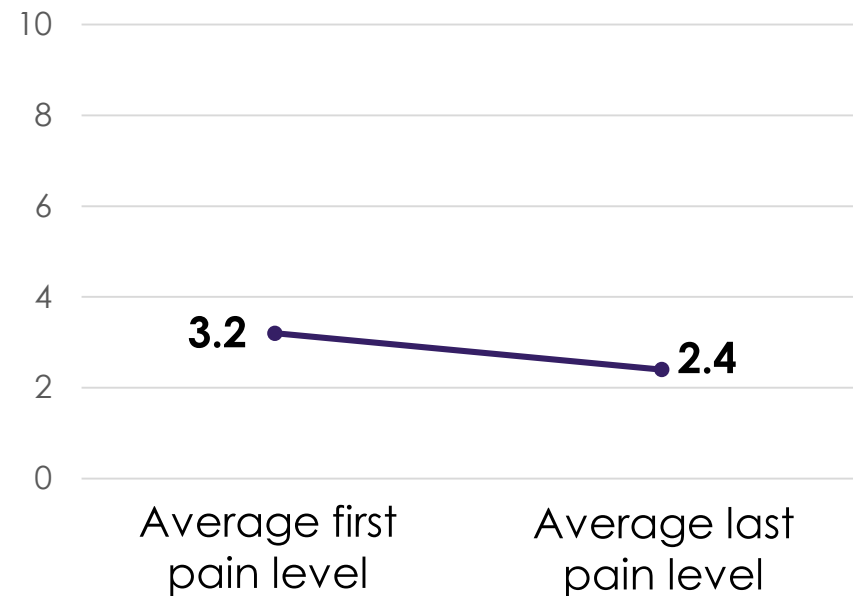
Clinical results: How much did the user population improve?

With Back Care, members had a 12.8% average disability reduction



HBA: Healthy Back Assessment

With Back Care, members had a 25.4% average pain reduction

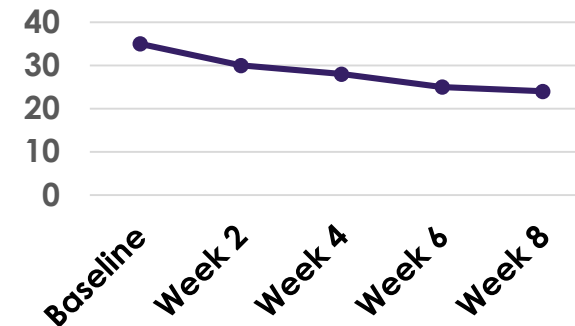


# Member story: Larry

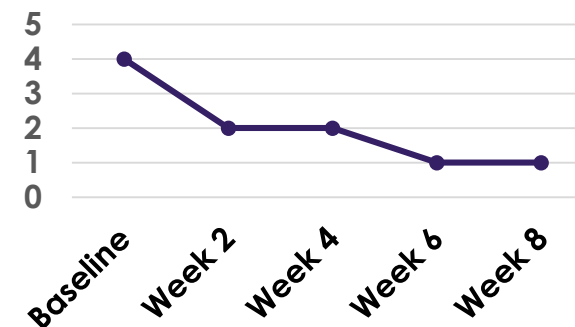
Larry: Motivated by time restraints

- Larry is in late 40's with a high-stress desk job
- He experienced back pain for several years with debilitating flare-ups that lead to missed work on a regular basis, and he was frustrated that he couldn't figure out how to relieve his pain
- He worked with a Health Coach to incorporate more movement into his day and to learn how to activate his core.
- The personalization and flexibility fit his schedule and helped him to be successful

**31%**  
Disability  
reduction



**75%**  
Pain  
reduction





# The value of Back Care

Easy-to-access online programming:  
**Convenient access**



Easy-to-follow videos and supportive coaching:  
**High member satisfaction**



**High prevalence of improved function**



Thank you!

