



myStrength Complete: Product Overview

Delivering whole-person care that spans every stage in a person's health journey



Most people are not getting the care they need

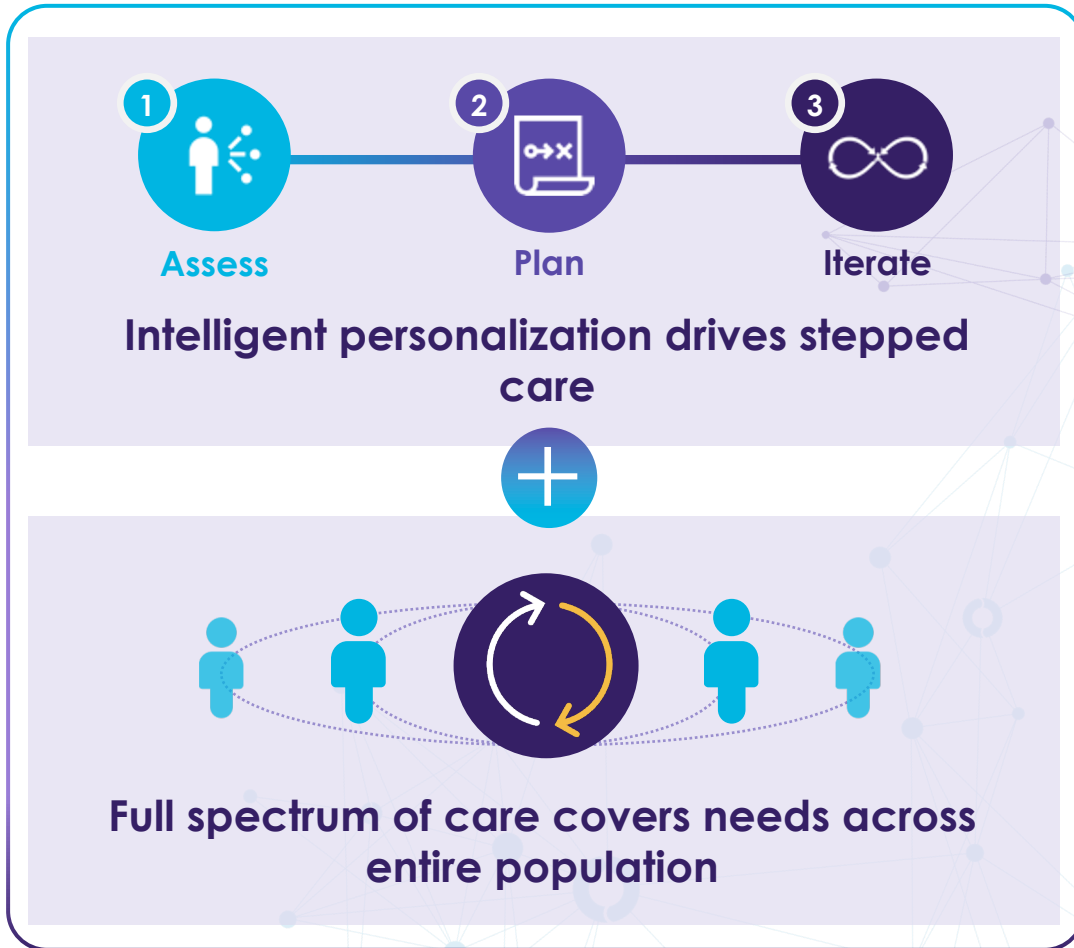
Broad range of mental health needs which vary with acuity



1. <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHDetailedTabs2017/NSDUHDetailedTabs2017.htm#tab8-33A>

Introducing myStrength Complete

A full spectrum stepped care solution creates optimal care for each member



Intelligent personalization based on individual need

Defines a clear path to the optimal care and drives engagement

1



Assess

Reveals life context and
underlying motivations beyond
clinical measures

2



Personalize

Removes burden of self-
navigation while enabling
choice and customization

3

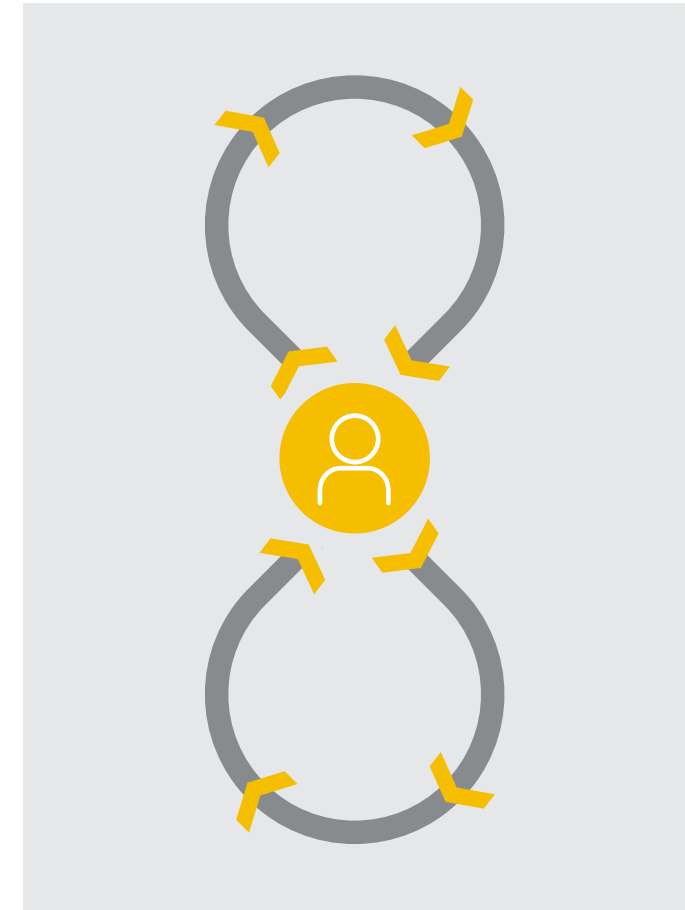
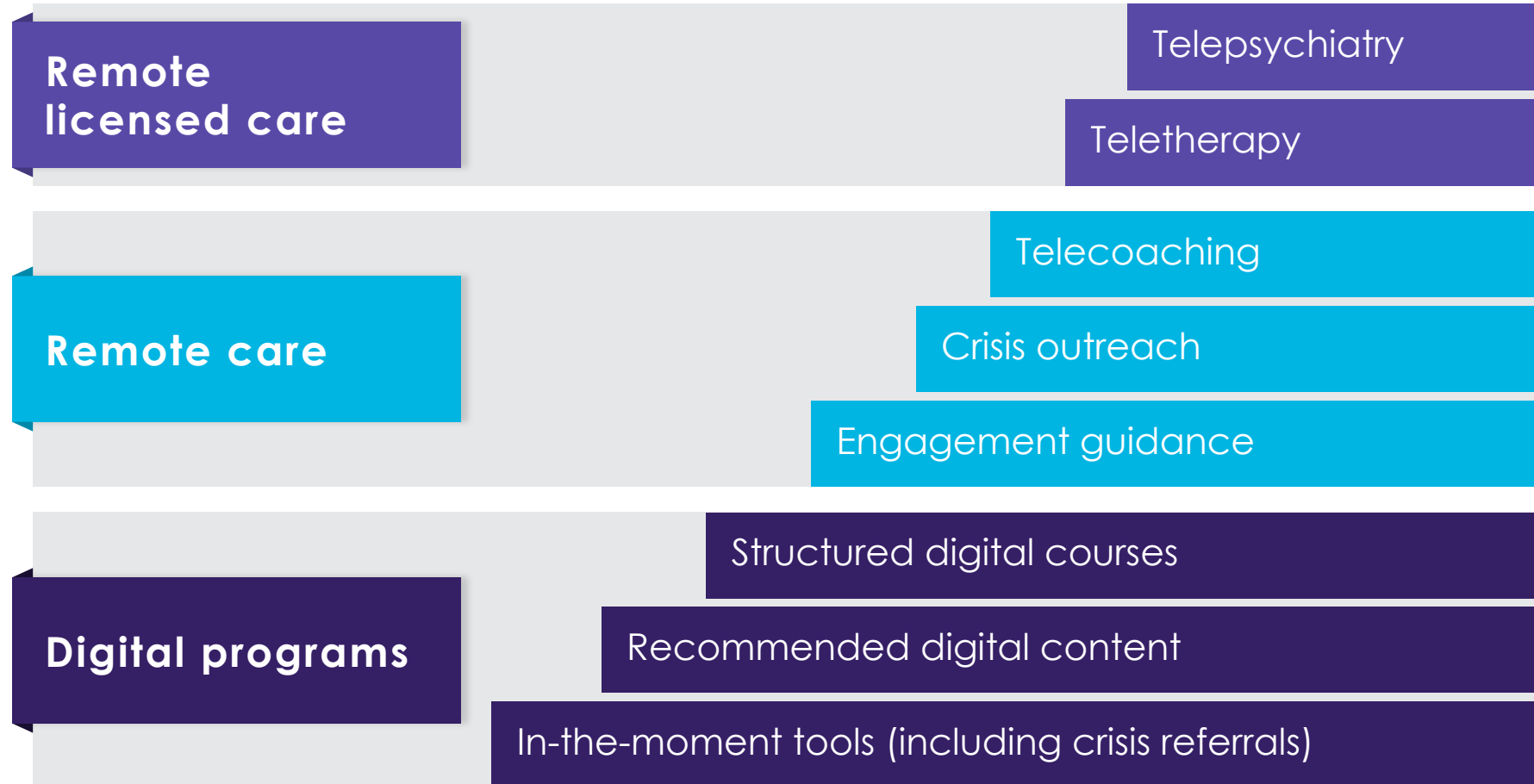


Iterate

Supports engagement in the
journey with progress
measures and new materials

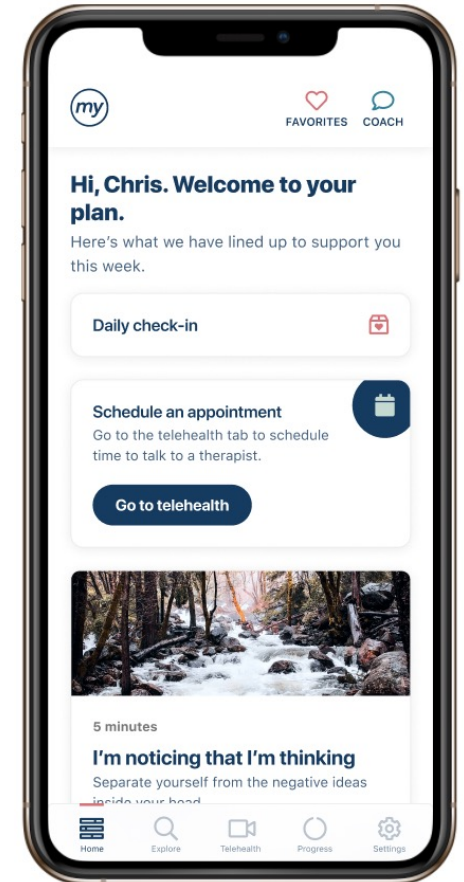
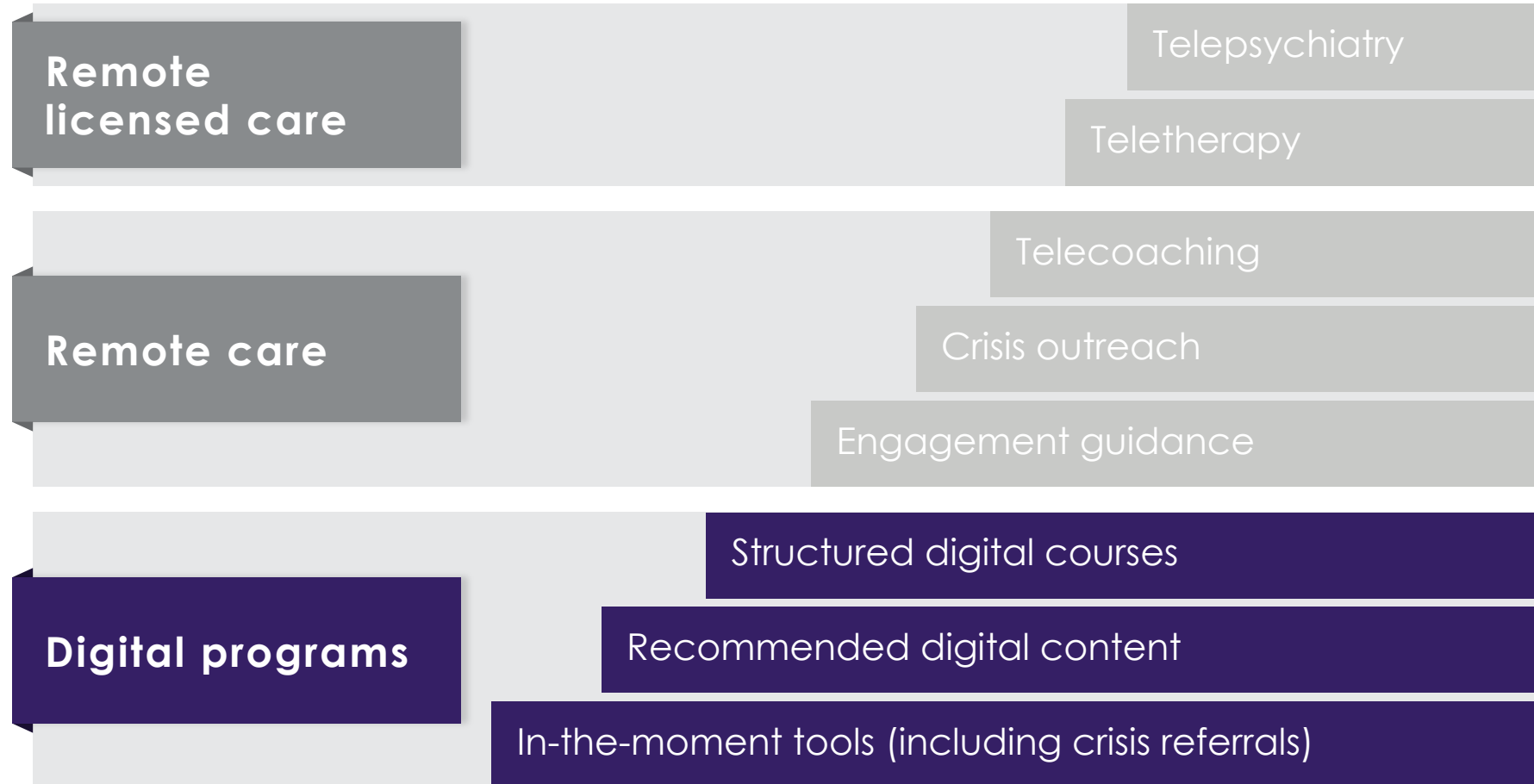
myStrength Complete: full spectrum care

Integrated virtual digital solutions offer flexibility and effectiveness



myStrength Complete: full spectrum stepped care

Integrated virtual digital solutions offer flexibility and effectiveness



myStrength

Digital programs offer broad coverage

Clinically comprehensive

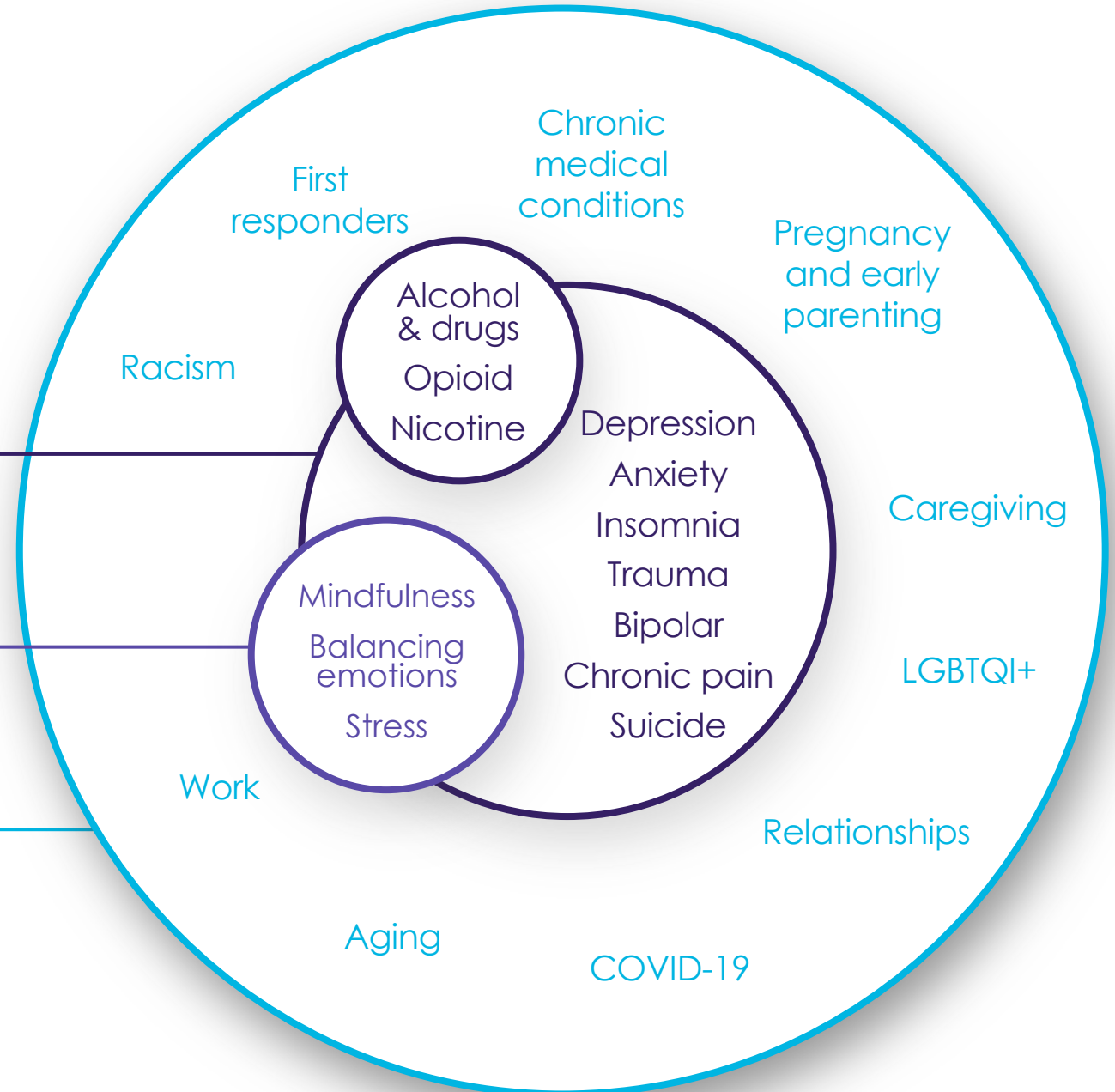
Highest prevalence conditions, including substance use

Tools for everyone

Tools for patients at all acuity levels

Contextual and relevant

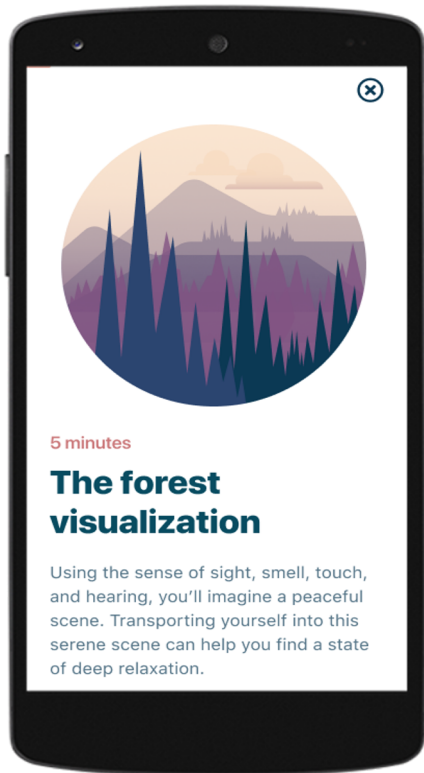
Life topics that meet members where they are



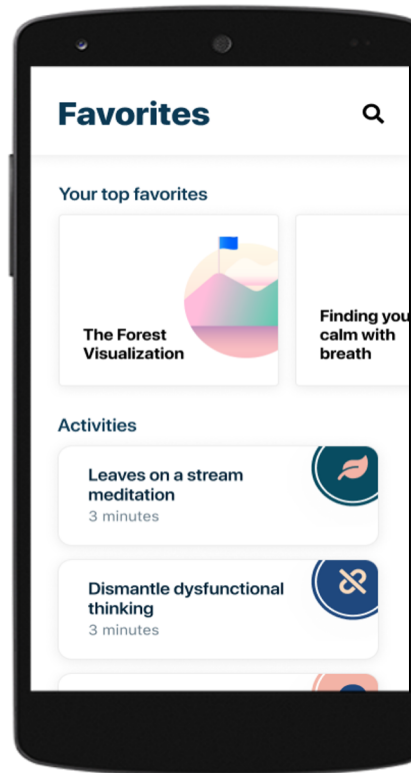
Digital Content and Programs

Built on Evidence-based Paradigms

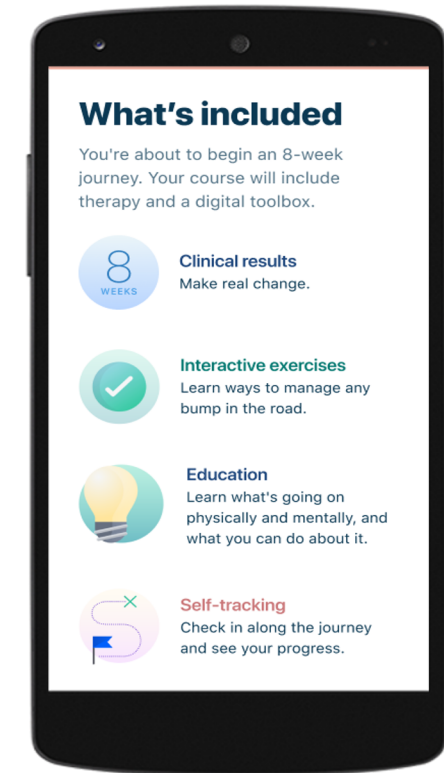
In the moment digital tools



Recommended digital content

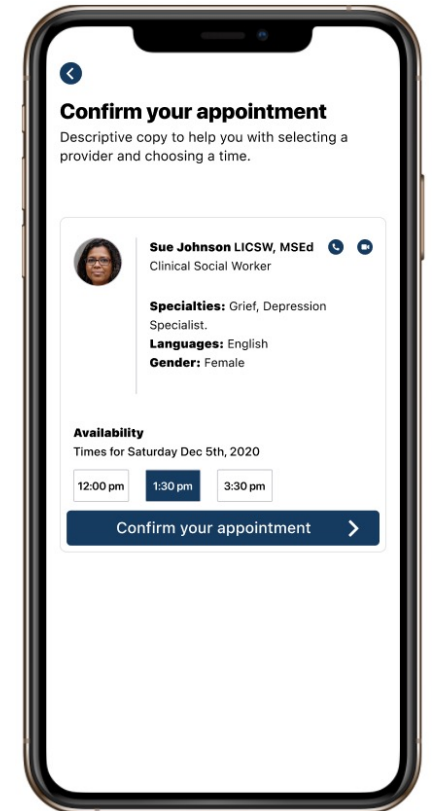
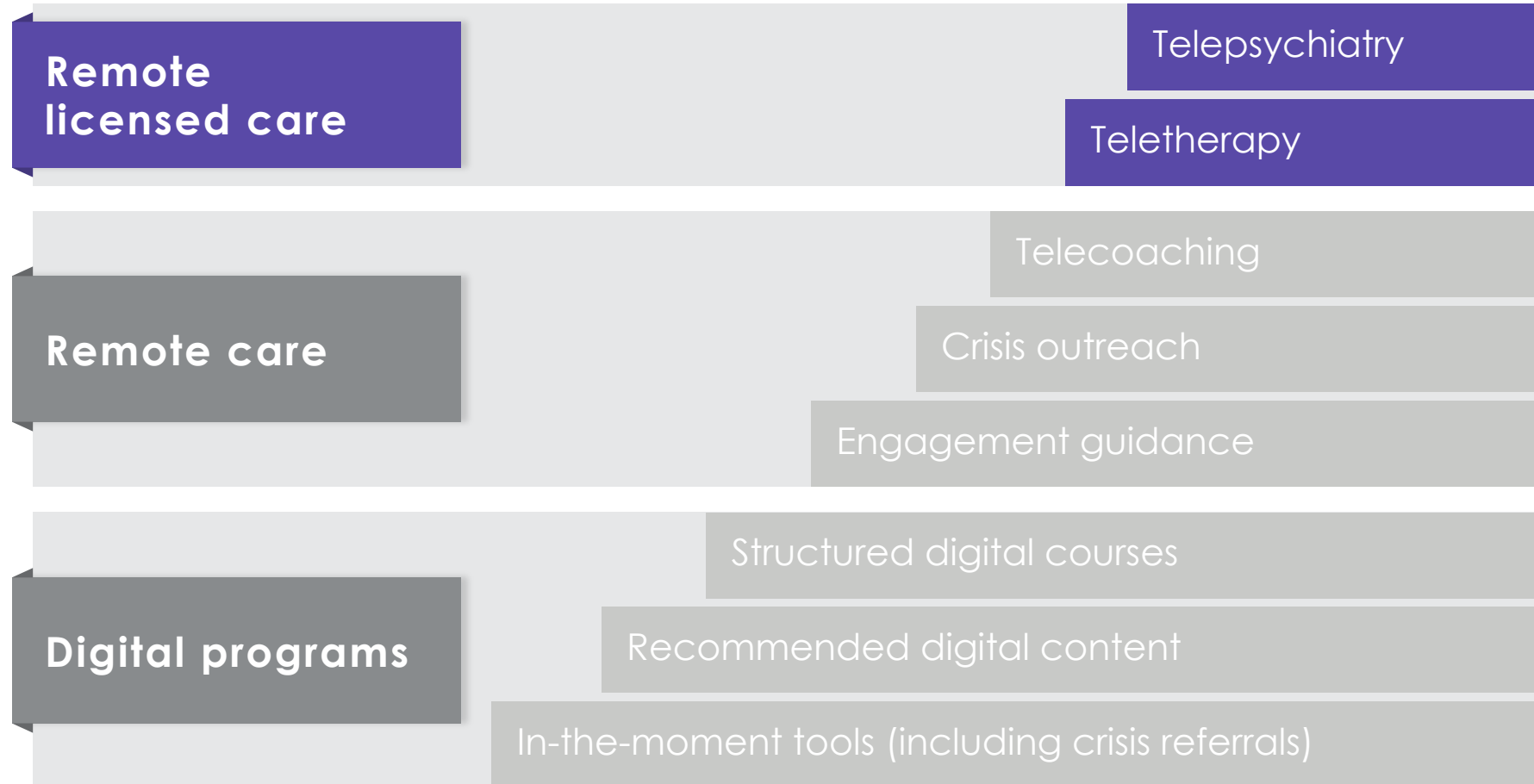


Structured digital courses



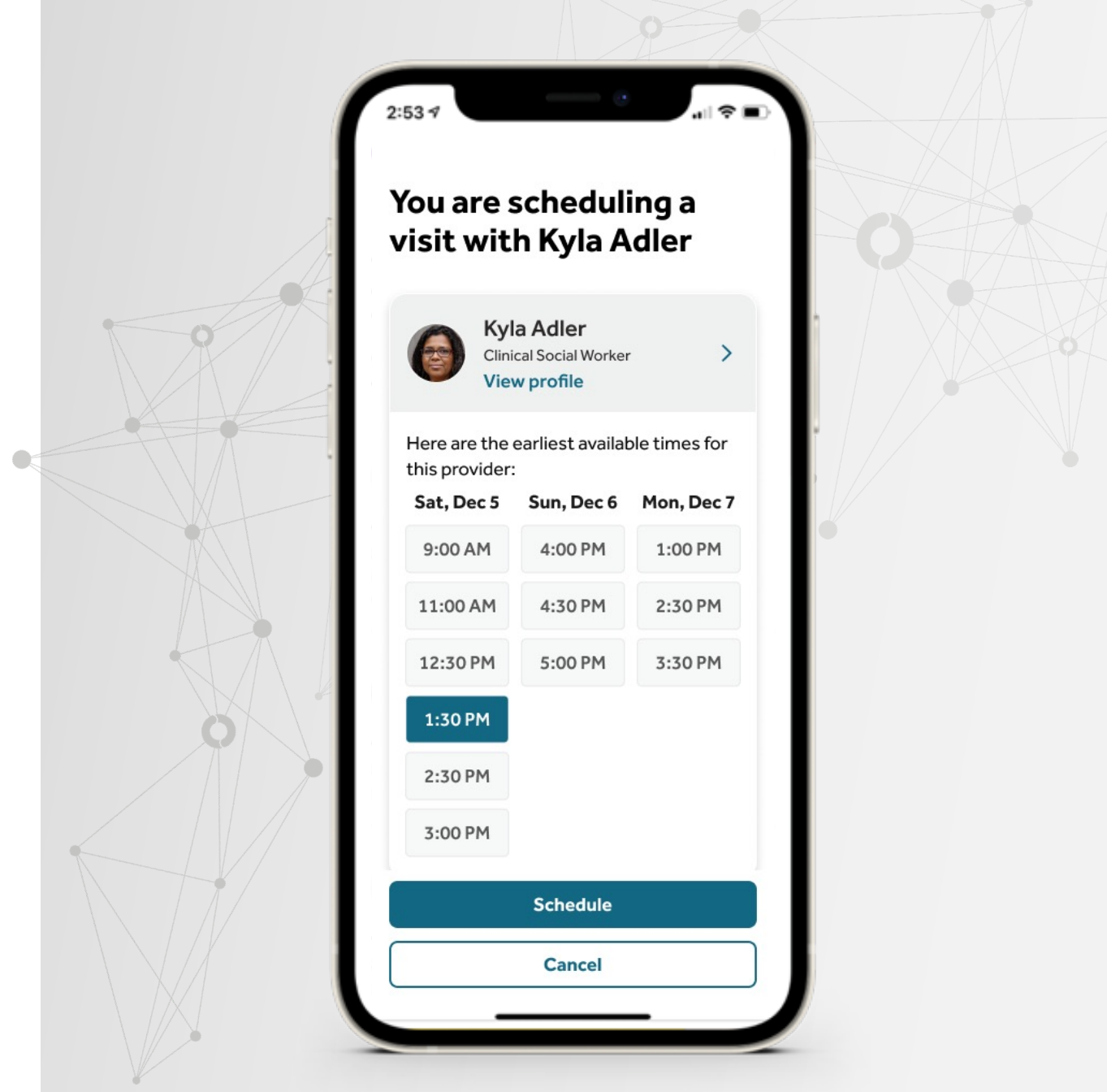
myStrength Complete: full spectrum stepped care

Integrated virtual digital solutions offer flexibility and effectiveness



Therapy

- Selects a therapist based on personal preferences
- Schedules an appointment
- Attends a virtual appointment

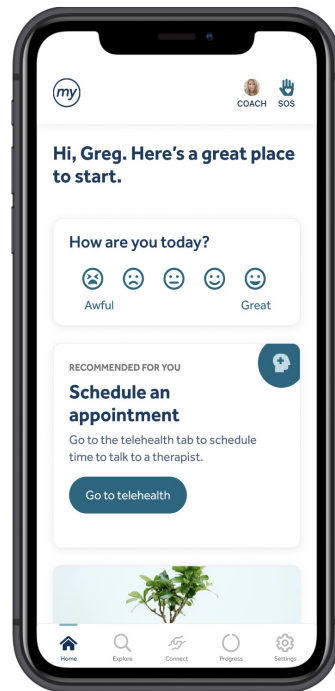


Connect: Access to remote licensed care

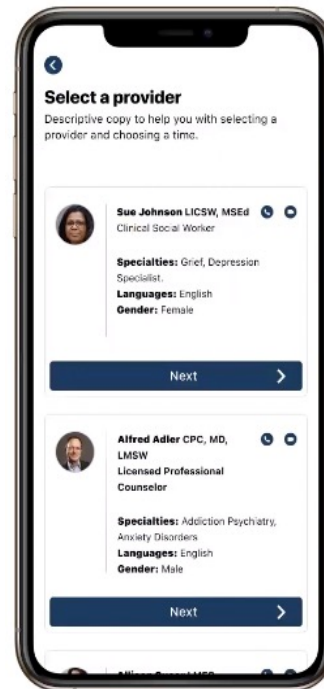
Provides a simple way to book and manage remote licensed care visits with a licensed therapists directly from myStrength Complete – enabled through using Teladoc SDK

- **Accessible to all myStrength Complete members**, regardless of personal plan recommendation
- **Seamless therapy connection**, delivered by Teladoc, within the app

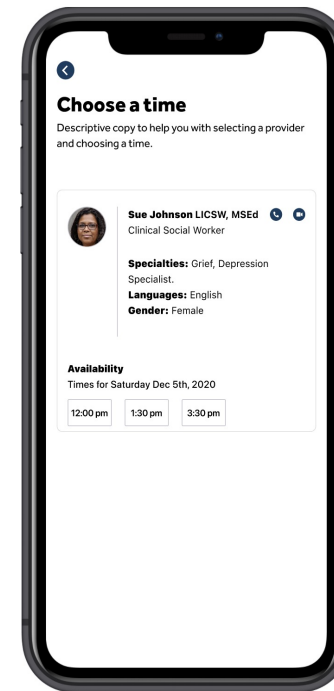
See **reminder to schedule** an appointment



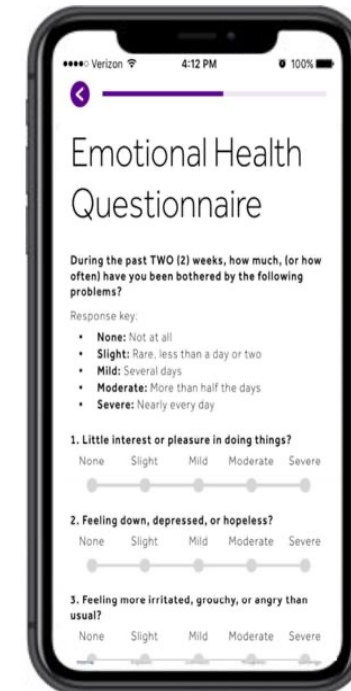
Select a **therapist**



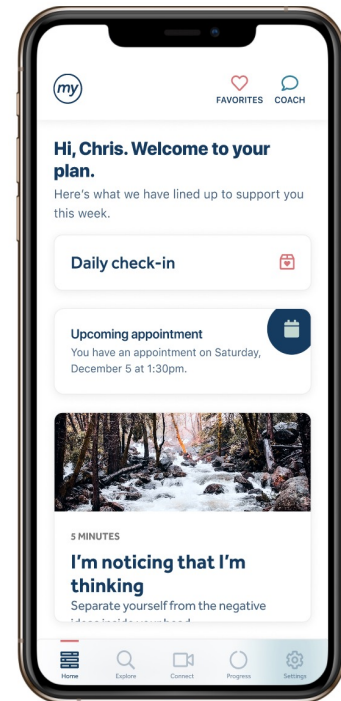
Choose a **time**



Complete **assessment (DSM)**



See **reminder** of appointment



Remote licensed care for higher acuity levels

Talk to your therapist or psychiatrist from your couch



Easy access to **licensed therapists** (psychologists, clinical social workers, and licensed professional counselors and therapists) and/or to **psychiatry** (MDs can prescribe medication)

- Service delivery in **safe, non-stigmatized** environment
- Session content and series duration are determined by **well-vetted** providers
- **Digital programs** are available for between session work
- Average wait time to **complete first visit is less than 7 days**

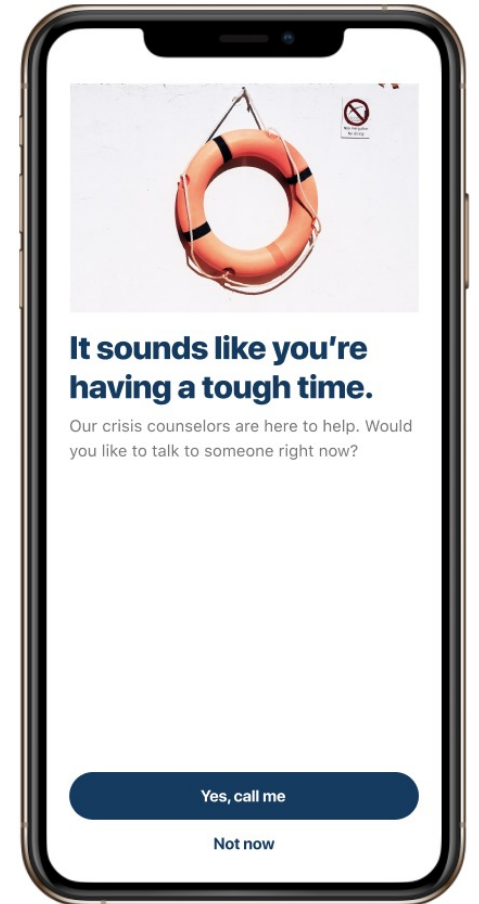
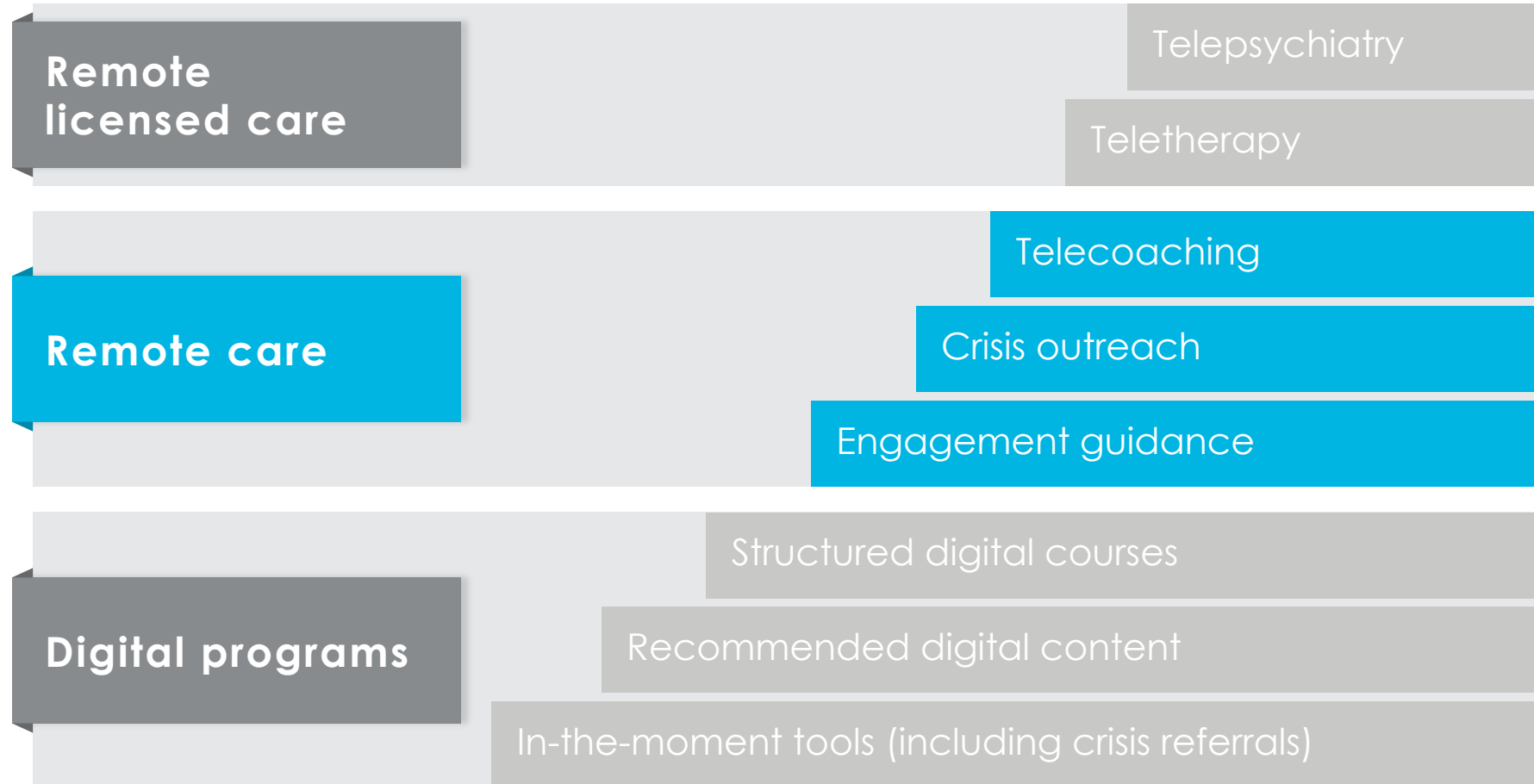
Helping members access help for a variety of issues

- **Anxiety and depression** are most common diagnoses
- Other **common conditions** treated: PTSD, stress, panic disorder, family and marriage issues, grief, trauma resolution, work pressures, ADHD
- Members have an average of **4-5 visits**

- **Client value** – **high-quality** care at **lower cost** with increased **access** and supported by **digital programs** which can make therapy more effective
- **Member value** – **Choose from a list** of recommended licensed therapists and psychiatrists and talk over phone or video by appointment **7 days a week**, from the **comfort of your home**.

myStrength Complete: full spectrum stepped care

Integrated virtual digital solutions offer flexibility and effectiveness



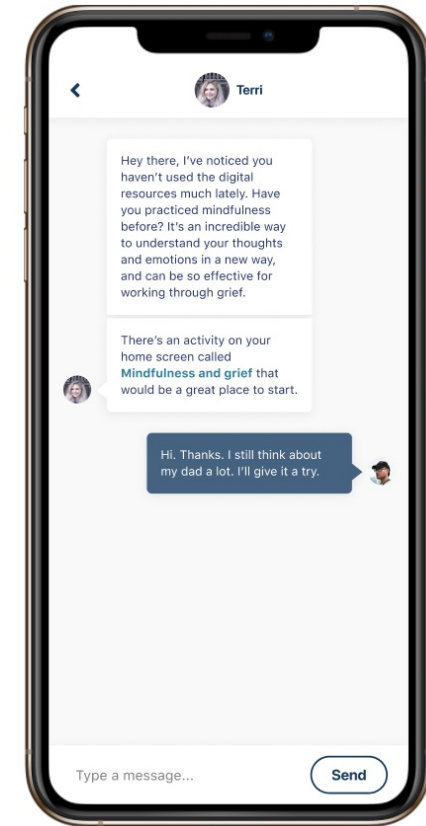
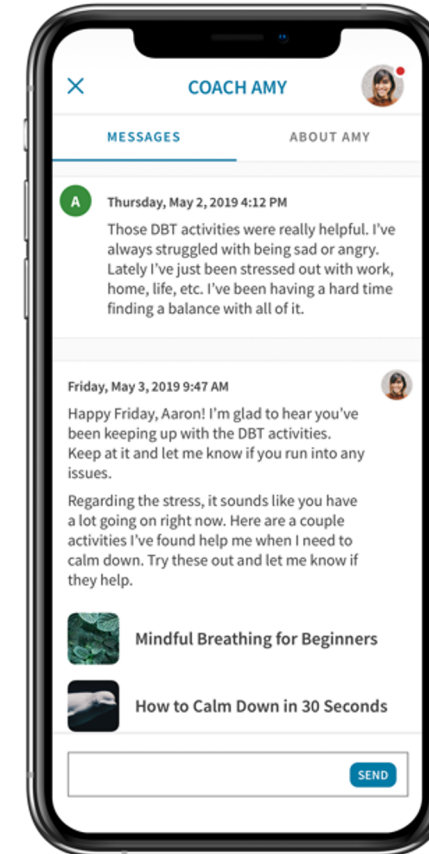
Engagement guidance

Support to get going and to keep going

Asynchronous, text-based, one-on-one guidance helps members to engage in their personal plans, sustain that engagement and ensure successful use of the digital platform so member realize optimal clinical outcomes.

Our expert guides all have

- Bachelor's degrees in a health-related field like nutrition & dietetics, exercise physiology, and behavioral science
- Deep training and familiarity with the myStrength app
- Training in evidence-based behavioral health engagement



Emotional Support Coaching for Mild Distress

A more cost-efficient, clinically-proven and accessible video + digital option

BRIEF & STRUCTURED

7 live video sessions over 7-12 weeks.
Session includes psychoeducation, experiential exercise, & homework

EXPERT-DELIVERED

Coaches are TD employees with National-Board Health and Wellness Coach certification*

EVIDENCE-SUPPORTED

Principles and techniques from CBT, DBT, and the Unified Protocol for Emotional Disorders

Upcoming Topic Areas:

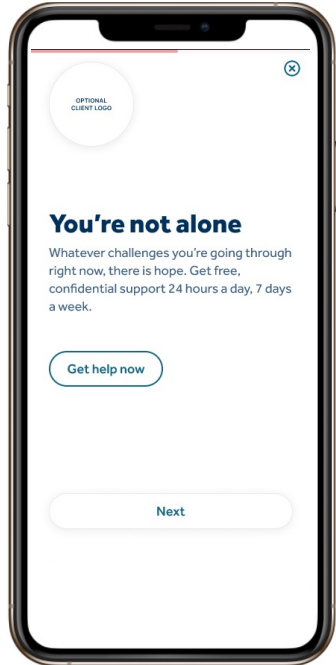
- Mood
- Stress
- Sleep
- Relationships
- Work-life balance
- Grief
- Parenting

NOT appropriate for co-occurring suicidality or complex / clinical cases



* Graduate from an approved training program that comprises at least 75 hours of training, complete at least 50 health and wellness coaching sessions and pass the National Board Certification Exam

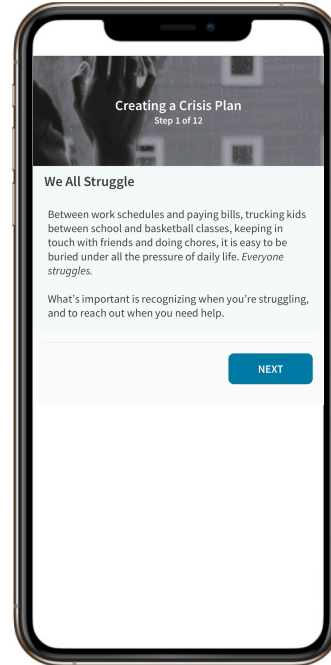
Crisis management



Crisis Referral

Identifies and directs members to **nationally recognized crisis response** resources and/or **client-specified resources**.

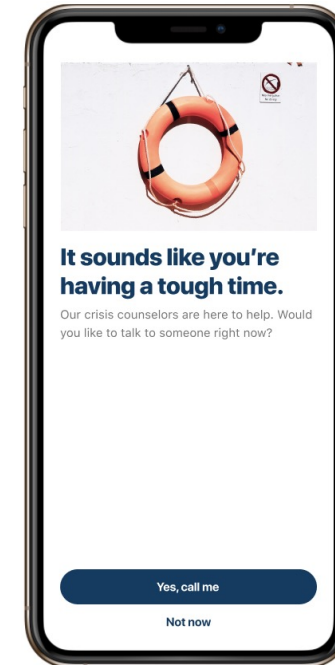
Always available to the member using the Help icon and triggered by **assessment responses** and messages to **guides**.



Crisis Plan

Digital activity which helps member to **recognize distress** and **learn strategies** to get help.

Crisis plan is triggered by **assessment responses**.



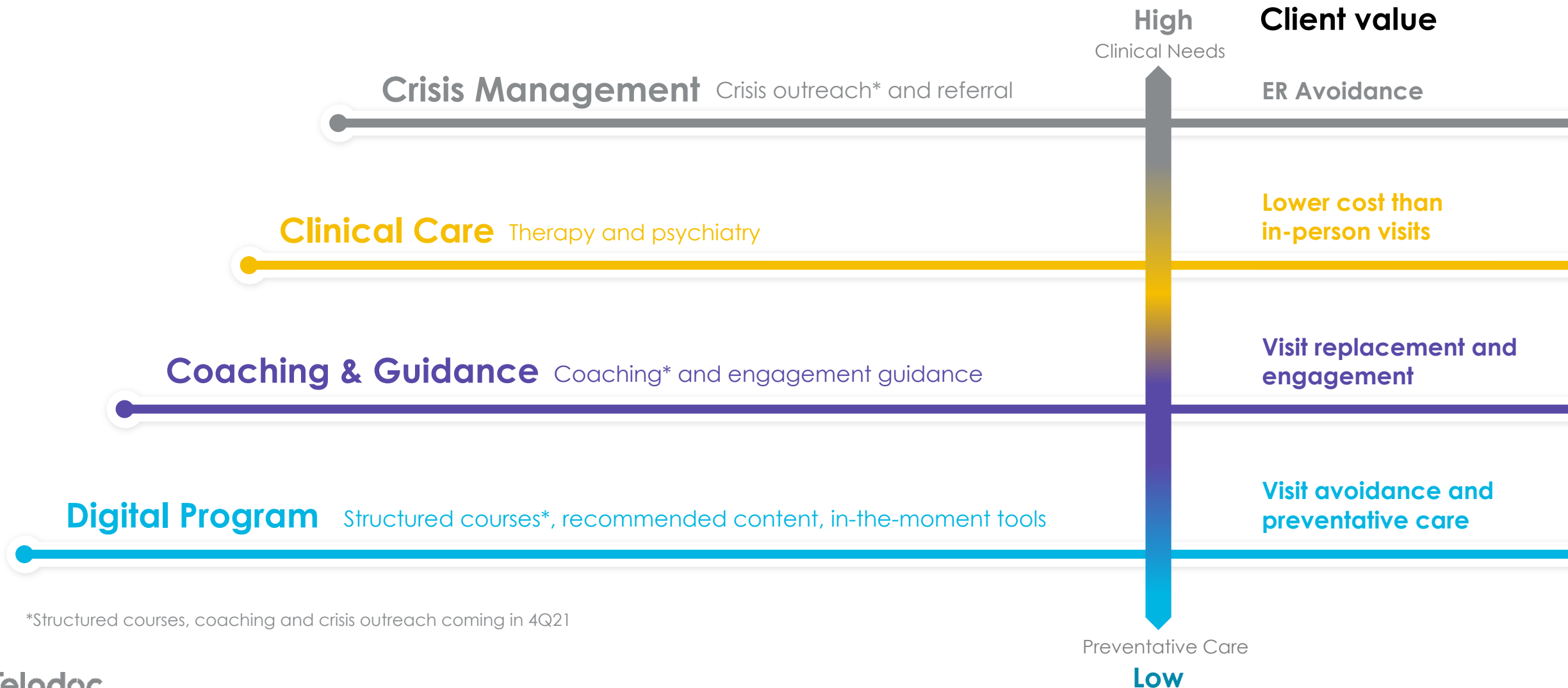
Crisis Outreach

Phone outreach to member by a trained **crisis manager** who more thoroughly assess distress, offer skills, and work to develop a safety plan.

Triggered by **assessment responses** or **remote licensed care interactions**.

Optimal care yields the greatest value to clients

Stepped care suggests the most effective, yet least resource intensive treatment first



Integrated Member Experience



A comprehensive and flexible member experience

Meeting members where they are so they can truly engage in their care



- All of the mental health care members need
 - Seamless access to the full spectrum of care
 - Rich array of digital content
 - Immediate access to digital content
- Flexible
 - Personalized plan for members who don't know where to start
 - Members can select their preferred care approach, from digital only, digital and human, human only
 - Meets the members' needs as they change over time

Teladoc's integrated product vision

Unified member experience through a single front door, across all Teladoc products in 2022



MyStrength
Mental health



Livongo
Chronic care
management



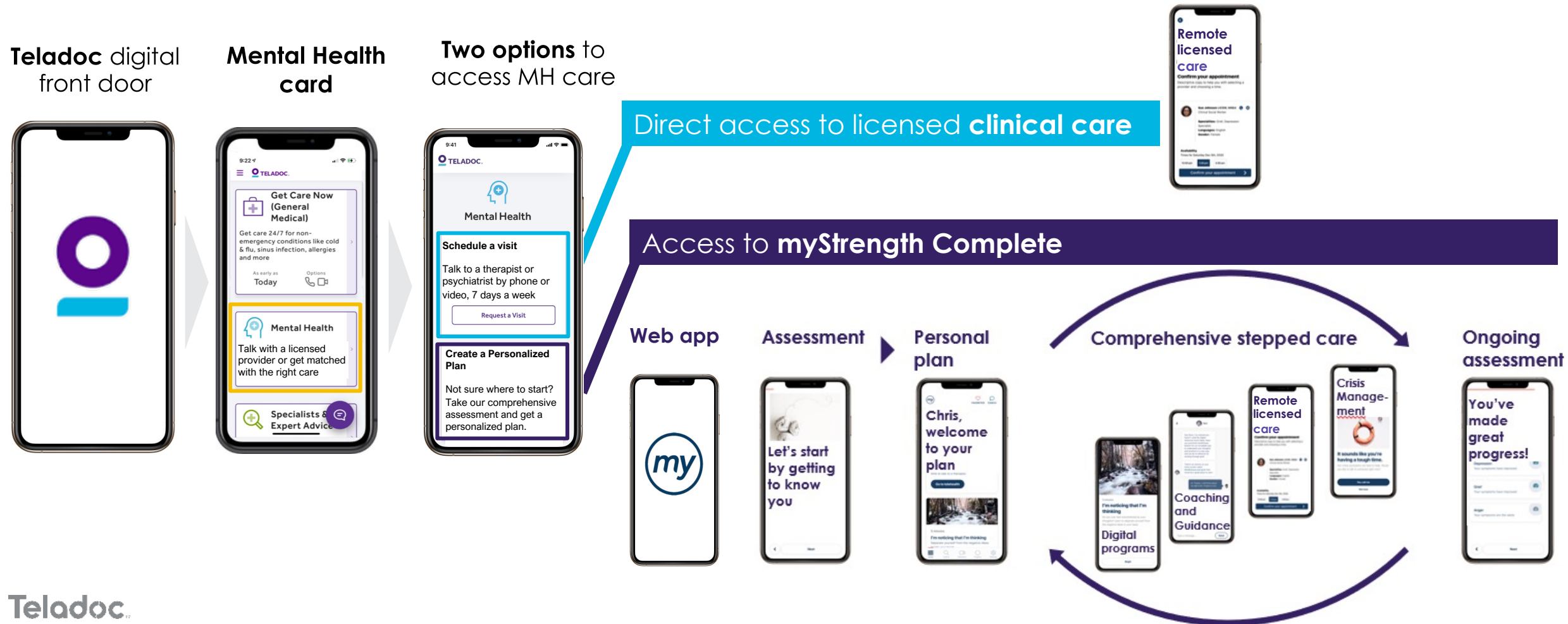
Teladoc
GenMed, EMS,
and more



Teladoc digital front door

- One registration
- One look and feel
- One web portal
- App (one or more than one, but integrated/seamless)
- Global branding and white label strategy

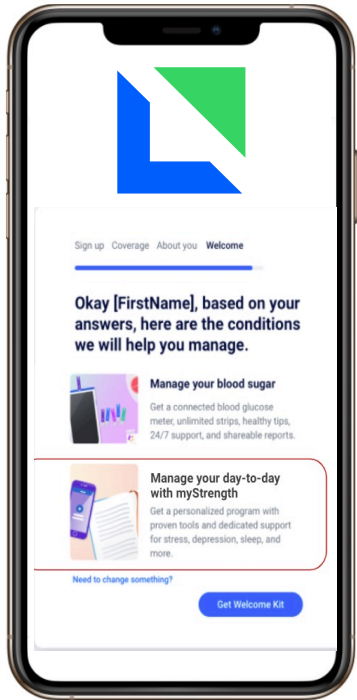
The Teladoc app is the front door



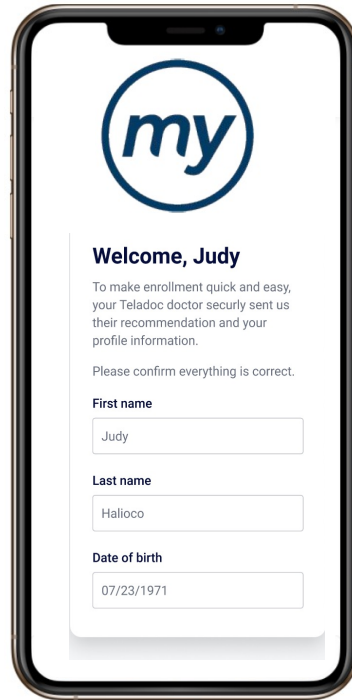
Accessing myStrength Complete for a Livongo-first member

Through the Livongo app

Registration in Livongo



Warm transfer to myStrength



Access to myStrength Complete

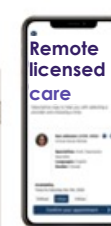
Assessment



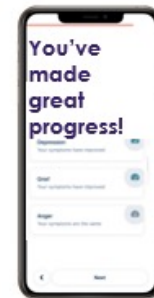
Personal plan



Comprehensive stepped care



Ongoing assessment



myStrength Complete – The Integrated Solution

	Teladoc Mental Health	myStrength	myStrength Complete
Virtual Therapy with Psychologists/Psychiatrists/ Masters Level Therapists	✓		✓
Engagement Guided Coaching			✓
Video Coaching			✓
Crisis Referrals		✓	✓
Crisis Outreach			✓
Digital Programs		✓	✓
Structured Digital Courses		✓	✓
Stepped Care Mental Health			✓