

How **Telehealth** is Changing Health Care

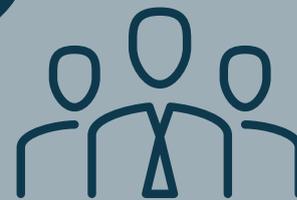


And Why
Your Health
Plan Should
Cover Virtual
Visits





What is Telehealth?



Telehealth is the use of technology to access healthcare services remotely and manage health care. It's also called e-health or mHealth (mobile health).

Telehealth is not a specific service; it's a broad term encompassing all the technologies and tactics to deliver virtual medical, wellness and educational services.

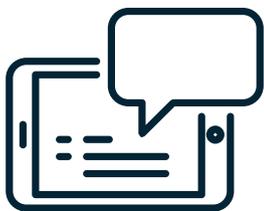
Examples of telehealth include:

- Virtual visits over the phone or through a video call
- Apps to manage a health condition, track diet/exercise and more
- Patient portals, a secure way to communicate with healthcare providers, request prescription refills, review test results and schedule appointments
- Remote monitoring, which allows providers to monitor aspects of patients' health, like blood pressure, sleep patterns or blood glucose, while patients are at home

Virtual visits are a telehealth service that's gaining popularity with employers for these reasons and more.

- Potential employer savings
- Employee demand
- Convenience
- High patient satisfaction

Potential for Employer Savings



\$6 billion
Potential annual
savings to U.S
employers from
virtual visits

These projected savings are a result of employees and their dependents using virtual visits instead of in-person visits to doctors' offices, urgent care centers and emergency rooms (for non-emergency situations).

Employees Want Access to **Virtual Visits**



With a population of more than 83 million, millennials are now the largest segment of today's workforce.



Percentage of millennials who want virtual visits to eliminate the need for in-person doctor visits

60%

Percentage of U.S. parents who use or plan to use virtual visits for their child within the next year

64%

Percentage of U.S. consumers who are interested in virtual visits

70%

{ Convenience }



Virtual visits are a quick, reliable alternative to in-person doctor visits.

Less than 10 minutes

Average time between requesting a virtual visit and seeing a provider

121 minutes

Average total time spent on an in-person visit, including travel and wait time

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Virtual visits also provide an alternative to the ER for non-emergency care on evenings and weekends.

1 in 5

Number of ER visits that could be eliminated by virtual visits

30%

Percentage of ER visits that are non-urgent

94–99%

Percentage of patients who are very satisfied with telehealth services they receive

Consider Virtual Visits for Your Health Plan

Telehealth is revolutionizing the way Americans access care and manage their health. Virtual visits in particular are helping people receive non-emergency care quickly and conveniently, and studies show the demand for virtual visit options is on the rise.



Does your health plan cover virtual visits?

If not, consider finding one that does. It will make employees happy and make your benefit offerings more desirable to recruits. It could also save you money.

Health Alliance covers virtual visits for our members, allowing them to interact with a doctor or counselor 24 hours a day, 365 days a year from their home, office or on the go.

- U.S. board-certified doctors and licensed counselors with an average of 15 years of experience
- Convenient consultations, private and secure
- Prescriptions sent to their nearest in-network pharmacy

Our plans also give members access to the Anytime Nurse Line, which lets them talk to a nurse about their non-emergency health questions, 24 hours a day.

To learn more about our group plans, visit HealthAlliance.org or call 1-800-851-3379.