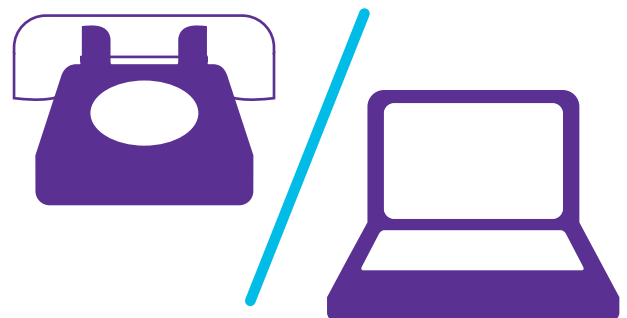


Convenience / savings How about both?

See how Rent-A-Center saved

\$1,289,359

in 24 months by offering
Teladoc to employees.



Rent-A-Center provides an easy, affordable way for people to furnish their homes without incurring a continuing obligation and without needing access to credit. They implemented Teladoc January 1, 2011 and provided its services to their staff of over 12,300 employees.



Why they chose telehealth

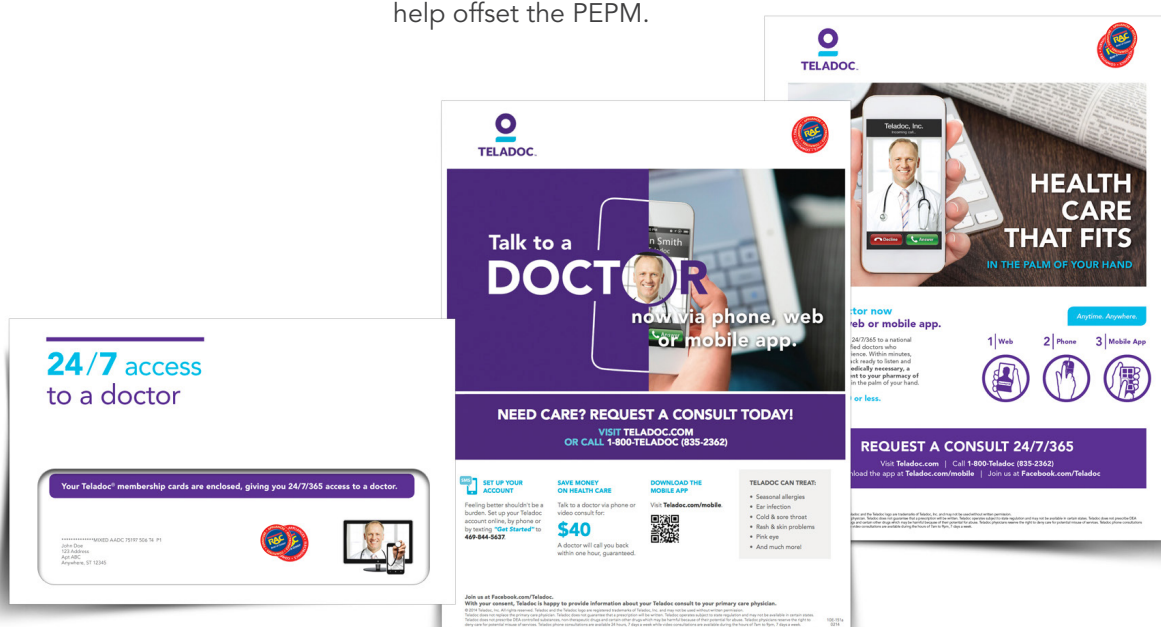
Due to store geography, Rent-A-Center employees sought non-emergent care at the ER of local hospitals. Rent-A-Center was looking for a convenient and affordable healthcare solution to reduce ER utilization and cut their medical expenses.

Plan design

- Employees pay an additional \$1.50 per month as part of their health plan contribution. Funds are earmarked for the Consult Bank.
- 100% employee participation is required.
- Rent-A-Center pays the consultation fee from the Consult Bank in order to increase utilization of the Teladoc service. Additional consults are paid by Rent-A-Center.
- Unused funds from the Consult Bank help offset the PEPM.

Communication strategy

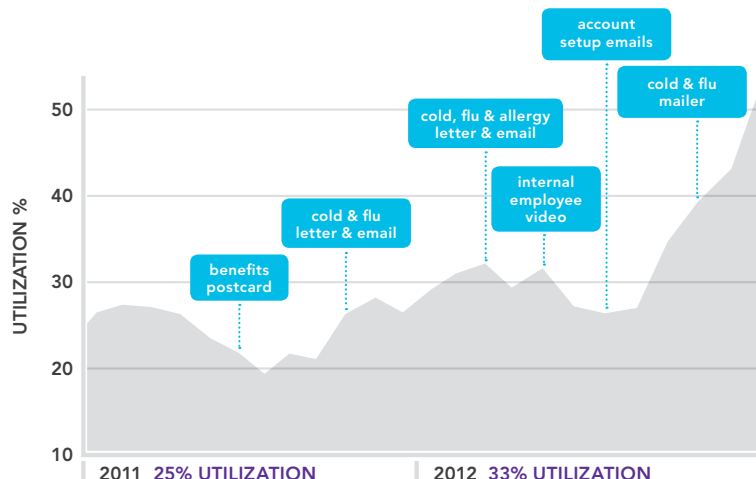
- Teladoc contact information included on the back of health plan ID cards.
- Teladoc mentioned in the employee benefit book.
- Teladoc explained in open enrollment presentations.
- Posters displayed in store locations.
- Email and direct mail campaigns communicating the benefits of Teladoc and seasonal messaging for cold, flu and allergies.



Let's do the numbers

24-month utilization

Monthly utilization is strongly influenced by seasonality. Communication campaigns help increase awareness, use of the service and savings.



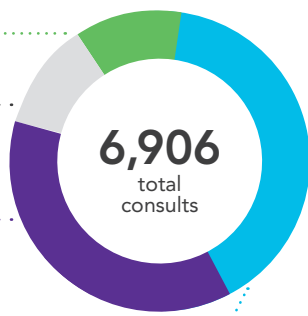
If their employees hadn't gone to Teladoc, where would they have gone?*

13% ER Visit (921)

13% Did Nothing (927)

36% Urgent Care & Specialist (2,466)

38% PCP Visit (2,592)



When an employee is unable to see their primary care physician, they may turn to an expensive alternative to get the care they need.

* Teladoc reporting

What would it have cost?**

At \$40 per consultation, Teladoc is an affordable healthcare option for non-emergency care, helping reduce unnecessary ER/urgent care visits and your medical costs. And best of all, employees can use Teladoc from anywhere, even while at work.

** Rent-A-Center reporting. Productivity savings based on approximately 4 hours lost per visit at Rent-A-Center's average hourly rate of \$15.65/hr.

*** Represents gross savings and does not consider the fees associated with the service.

	TELADOC	SAVINGS
ER / \$476	\$40	\$438,396
UC, Specialist / \$116	\$40	\$286,056
PCP / \$116	\$40	\$300,672
Avg. savings per consult with Teladoc		\$109.72
Cost of lost productivity		\$264,235
Total 24-month savings***		\$1,289,359

This is an unsolicited statement concerning how Teladoc saved my life. Due to an unusual circumstance, I was not taking care of myself physically. Over time, it began to catch up with me. Over the course of a week, I started getting erratic heartbeats, and it felt like my heart was going to jump out of my chest. But my heart also felt bruised. The pain stretched into my left arm, to below my elbow.

I was too busy to go to the doctor; I just didn't have time for it. When the pain started getting really bad, and I realized I needed a doctor, it would have been a minimum of 48 hours before I would have gotten to see my doctor—I would have taken a day off work. I was telling myself, "Well, I'll get better any day now."

It got to the point one evening where I just called the Teladoc service. I didn't have to take time off work. I just wanted to make the call and talk to a doctor to see what he said. Within 30 minutes, a local doctor called me back.

I explained to the doctor the circumstance and my symptoms. The doctor asked me a bunch of questions and quickly identified that I was experiencing the beginning stages of a heart attack. He was very clear with me that I had to immediately go to the emergency room. I would definitely not have done this if I did not call Teladoc, because I did not understand the severity of the situation.

At the emergency room, I received a battery of tests that confirmed what the Teladoc doctor said—I was in the beginning stages of a heart attack, and had I not gone to the hospital, it was almost certain that I would have experienced a massive heart attack in the next 24 hours.

Because it was so easy to call Teladoc and find out about these symptoms, that's probably why I'm here today. I really believe that if my employer didn't give me the Teladoc service, I might not have celebrated my 39th birthday last week. My body is now recovering, and my health has improved thanks to Teladoc and the ER doctors.

JAMES - RENT-A-CENTER EMPLOYEE



Confidence in numbers

22min

Avg. physician response time

98%

Rated the Teladoc service as "Good" or "Excellent"

96%

Would use Teladoc again

Top 5 diagnoses

1. Sinus problems
2. Bronchitis
3. Sore throat
4. Upper respiratory infection
5. Urinary tract infection



Top 5 prescriptions

1. Azithromycin
2. Amoxicillin
3. Flonase Nasal Spray
4. Zithromax
5. Prednisone



Your goal is simple: offer a quality health plan while keeping costs low. Teladoc is the first and largest provider of telehealth consultations in the nation, providing members with 24/7/365 access to a doctor via phone or online video. It's quality care, when and where your employees need it, at a price that will reduce your medical costs.



Why choose Teladoc?

There are many reasons to incorporate telehealth into your medical plan:

Quality care

All Teladoc physicians are U.S. board-certified, licensed in their respective state and are strictly credentialed to meet NCQA standards.

Happy employees

Teladoc saves your employees time and money by providing an affordable healthcare option they can use anytime, anywhere they happen to be.

Increase productivity

Employees no longer have to miss half a day of work for non-emergency medical care.

Improve ROI

We will give you a break-even analysis based on your specific data, follow it up quarterly with your actual ROI based on redirection and productivity, and then help you analyze your data and target high utilizers in order to redirect them to more cost-effective services.

Confidence in numbers

Teladoc is the most experienced telehealth provider in the U.S., with the numbers to prove it.

7.5 million

Teladoc members

15 years

avg. physician experience

200,000

consultations annually

<30 day

implementation

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