



American Hotel & Lodging Association
UnitedHealth Group

Health & Wellness Solutions

Resources supporting the **mental and physical** well being of
hospitality employers/employees to successfully navigate
COVID-19 & safely reopen.

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Successfully navigate COVID-19 & safely reopen

- Telehealth for medical and mental health
- At home lab testing
- Free digital physical therapy support
- Mental health / substance use disorder / suicide prevention

All employees are eligible regardless of number of hours worked:
current, furloughed, full/part-time, no insurance required

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Introduction to Teladoc Health



advance|medical



Teladoc
HEALTH

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Teladoc Health is the Global Virtual Care Leader

TDOC

publicly-traded on NYSE

+2,400

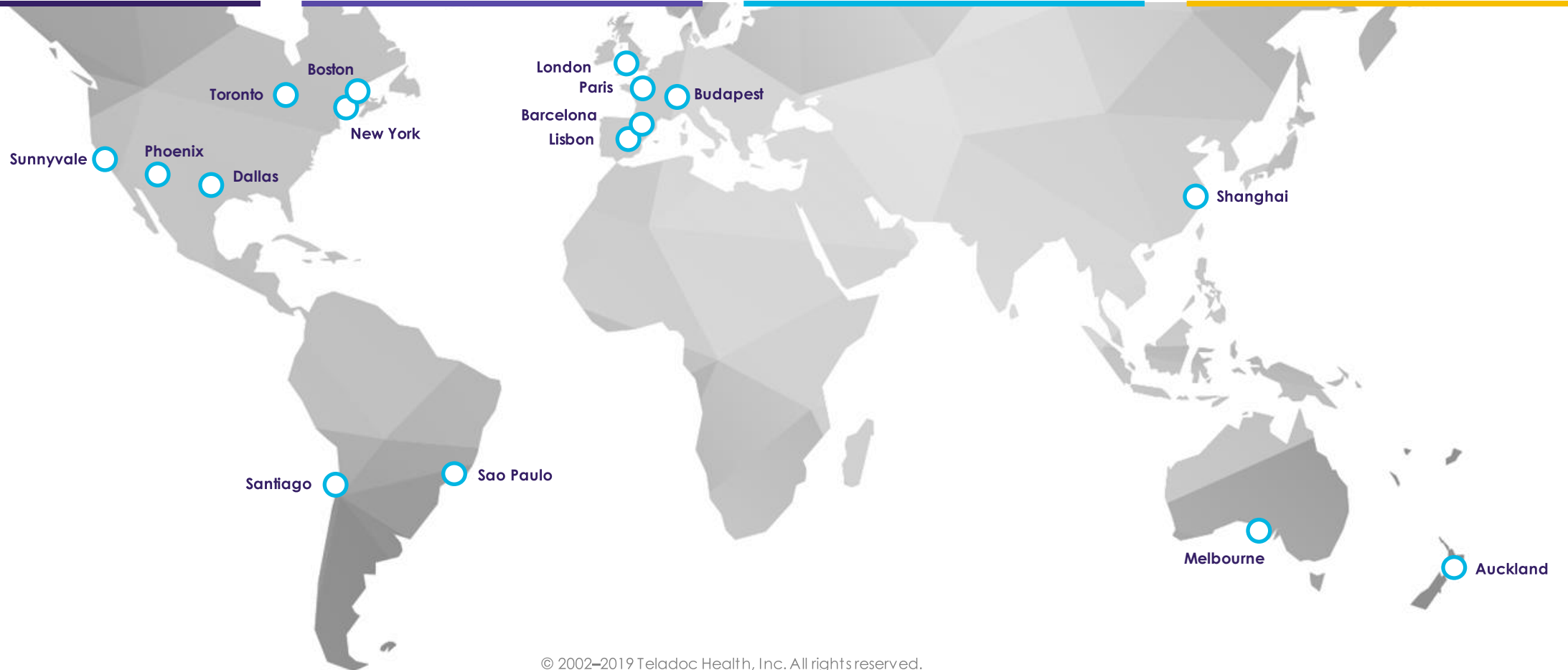
employees worldwide

+8000

providers

+4 million

virtual care visits in 2019

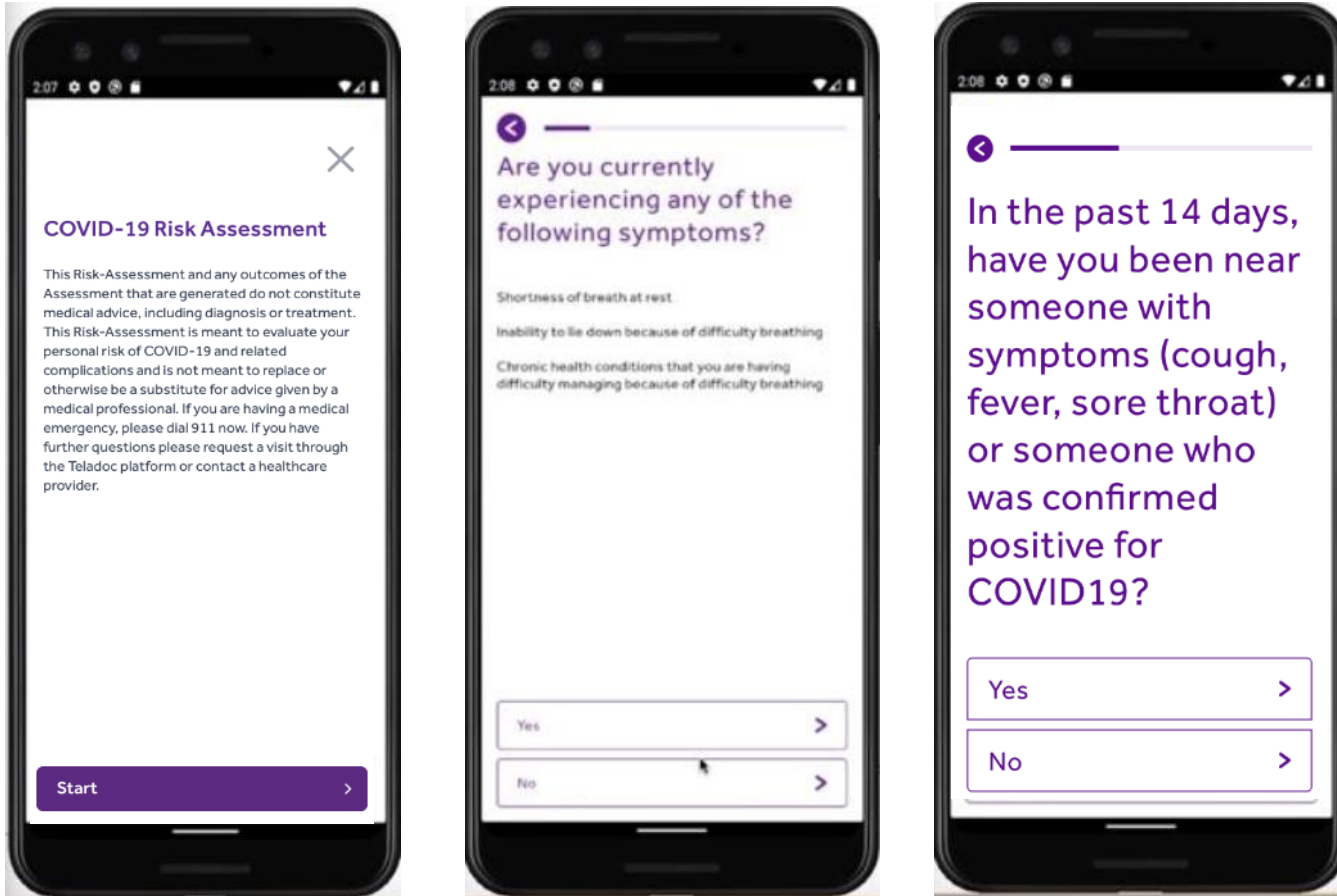


Common Conditions We Treat Virtually

- Abdominal pain
- Acne
- Acute gouty arthropathy
- Allergic rhinitis
- Allergic rhinitis due to pollen
- Allergy
- Anxiety
- Asthma
- Atopic conjunctivitis
- Backache
- Bacterial pneumonia
- Bronchitis
- Bronchospasm
- Candidiasis; vulva and vagina
- Chronic rhinitis
- Conjunctivitis
- Constipation
- Colitis, enteritis, and gastroenteritis
- Cough
- Croup
- Cystitis
- Diarrhea
- Dizziness and giddiness
- Dysuria
- Esophageal reflux
- Essential hypertension
- Fever
- Genital herpes
- Headache
- Hemophilus
- Herpes simplex
- Hordeolum externum
- Infective otitis externa
- Influenza
- Insomnia
- Laryngitis
- Lumbago
- Lymphadenitis
- Muroid otitis media
- Nasopharyngitis
- Nonsuppurative otitis media
- Otagia
- Other cellulitis and abscess
- Pharyngitis
- Rash and other skin eruption
- Serous otitis media
- Sinusitis
- Sprains and strains
- Streptococcal sore throat
- Suppurative otitis media
- Tonsillitis
- Upper respiratory infections
- Urinary frequency /urination abnormality
- Urinary tract infection
- Vaginitis and vulvovaginitis

Self-Assessment Questionnaire

Consistent with CDC guidance, the self-assessment questionnaire guides members through simple 'yes/no' questions about symptoms, including those shown below.



Based on answers provided, the member is presented with one of three recommendations:

1. Call Your Doctor

We strongly recommend that you call your doctor or call your local emergency room facility for assistance. These symptoms require immediate in-person care.

2. Consult a Teladoc Physician

Given your answers, you may be at an elevated risk or live in a household with individuals who may be more vulnerable to COVID-19. Please proceed with requesting a visit with a Teladoc provider.

3. Manage at Home

Given your information, the best course at this time may be to manage the symptoms you are experiencing at home, avoid contact and practice safe social distancing. **Note: If you do decide to request a visit, please be advised that you may experience an extended wait time due to an increased volume of requests.**

HealthiestYou Complete Bundle

\$0 copay for all services with unlimited visits – Pricing **includes family members**

 Dedicated Client Success team

 Engagement Center Access

 Price Transparency Tools

 Intelligent Alerts

 Provider Search



 General Medical

 Behavioral Health Care

 Dermatology

 Back Care

 Expert Medical Services



Exclusive Pricing

\$7.00 PEPM
(Per Employee Per Month)

Minimum 2 enrolled

http://go.teladochealth.com/implementation/forms/ahla_setup_form/

Common Questions



Minimum Group Size and Employer Contribution

- Two enrolled to set up a group plan; employer may pay the entire premium or cost share with the employee via payroll deduction.
- Employer may terminate the service agreement at any time at no cost with a notice in writing.



Accessibility

All employees are eligible regardless of number of hours worked: **current, furloughed, part-time, full-time, no insurance, no participation requirements. No need to enroll all employees. Enrollment includes all family members.**



Simple Implementation – 3 Step Process

1. Complete new group setup form via online link
2. View and accept service agreement via DocuSign
3. Our implementation team will reach out to collect a one-time census file or you have the ability to manually input employee data within our administrative portal. An EDI feed is also available through your payroll vendor.



LetsGet Checked



1) At home COVID-19 and Antibody tests expected to be available mid May for purchase by employers

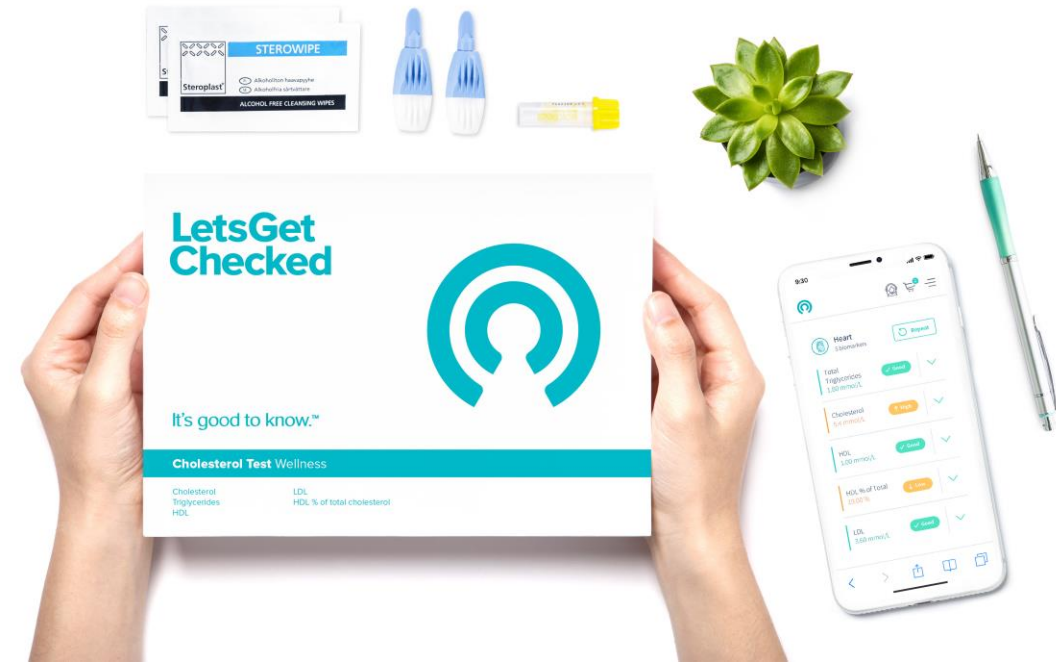
2) If employees need lab testing, remove barriers, and keep them out of crowded offices and labs by passing along their 25% discount

LetsGetChecked: Lab testing from home

Using our technology, logistics, and at-home diagnostic testing capabilities, employers can provide access to at-home diagnostic screening to improve access to healthcare.

LetsGetChecked Benefits:

- ✓ Delivering a **25% discount** to the employee per transaction via unique, trackable employer URL
- ✓ Closing care gaps via real time data (order, deliver tracking, lab analysis) and 24/7 access to the LGC clinical care team
- ✓ Reduces barriers for access to laboratory testing and medical care
- ✓ Results delivered directly to the patient for follow-ups
- ✓ Integrated with wearable devices for remote cardiovascular risk score for preventive measures



LGC PRICING MODEL

TEST	List Price	Discount	Member Price
Cholesterol	\$79	20%	\$63
Colon Cancer	\$99	20%	\$79
HBA1C	\$49	20%	\$39

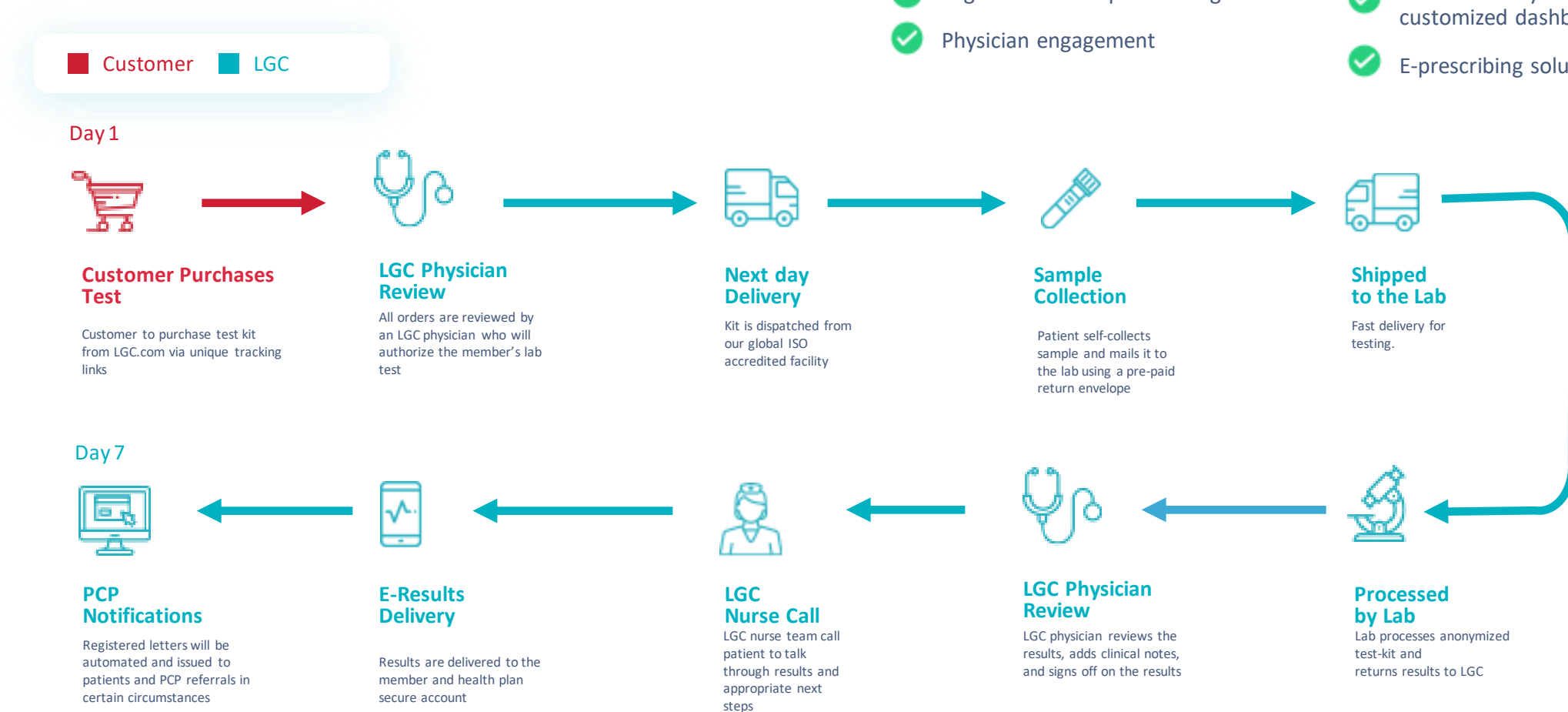
Zero cost to employer: employees purchase tests at POS

Member Engagement & Program Journey

The LetsGetChecked (LGC) Core Platform manages all aspects of the health testing program and delivers results management to improve access to screening and HEDIS measures.

Our system and core services enable:

- ✓ Bi-lateral exchange of patient data
- ✓ Kit manufacturing and production
- ✓ Logistics and sample tracking
- ✓ Physician engagement
- ✓ Lab integrations
- ✓ Sample processing
- ✓ Result delivery to a customized dashboard
- ✓ E-prescribing solutions



LGC Benefits

1. Reduces administrative burden & expense -

- LGC is the only solution that provides customers, one point of contact for an entire range of lab tests.

2. In-house supply chain for customization & unique requirements

3. ISO 13485 accredited & FDA registered manufacturing facilities

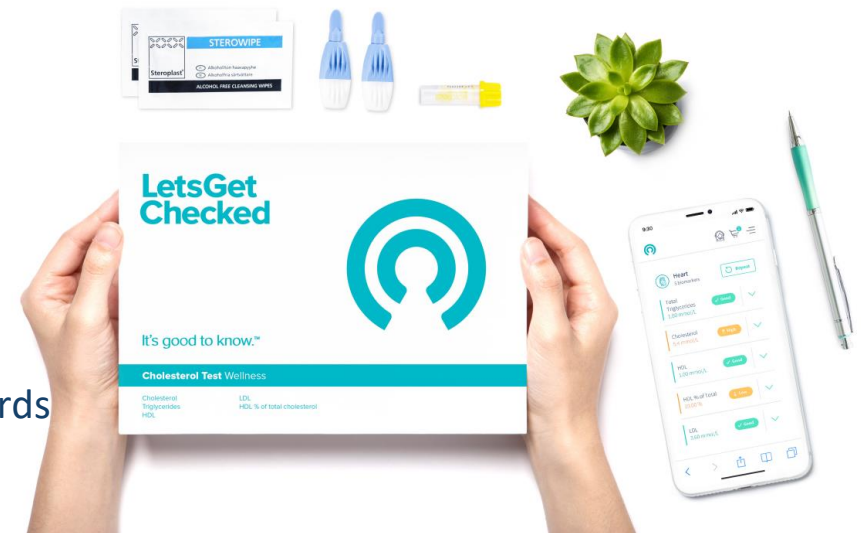
4. In-house physician network & clinical support

5. Ease of access to member and population data via dashboards

- Data analytics & reporting via aggregated & individual member dashboards

6. Innovative platform for flexible requirements

- Delivered drug-gene testing solution in less than 2 months for national Medicare Advantage population
- Developed first of its kind lead screening solution for Medicaid populations





**Free access to Kaia's
virtual program to
help with back pain**



In these difficult times, we would like to **offer individuals in the hospitality sector a free license** to Kaia's back pain solution **through July 1, 2020.**

Using your own phone, you can follow the exercise program wherever you are. Sign up now as there are only up to 1,000 free licenses available.

Please go to this form
(full link: <https://forms.gle/pcqiZAStnMABdncw5>)
for more information and to sign up.

Kaia's back pain program in 15 minutes a day

There are no quick fixes when you live with chronic back pain. Getting back to living pain free is a marathon, not a sprint – but Kaia can help you get back to living pain free, in as little as 15 minutes per day. It's simple to use, and better yet, there's no travelling or appointments needed.



Use your own phone to follow the program wherever and whenever you want

Kaia has helped more than 400,000 users to date with the program

Consider Kaia your own, personalised back-pain therapy program – completely tailored and personalised to your body, pain and skill-level.



Kaia's back pain program key modules



Personal exercise plans

Just like a physiotherapist, Kaia recommends exercises tailored to your pain, your body and your lifestyle.



Mind over matter

Using the latest research in mindfulness and pain science, it helps both your brain and your body cope with pain.



Pain education

Understanding pain is the first step to managing pain. We'll teach you everything we know, Sensai.



Explanatory video



<https://www.youtube.com/watch?v=uGzhBhc6YuA>

OptumPerks

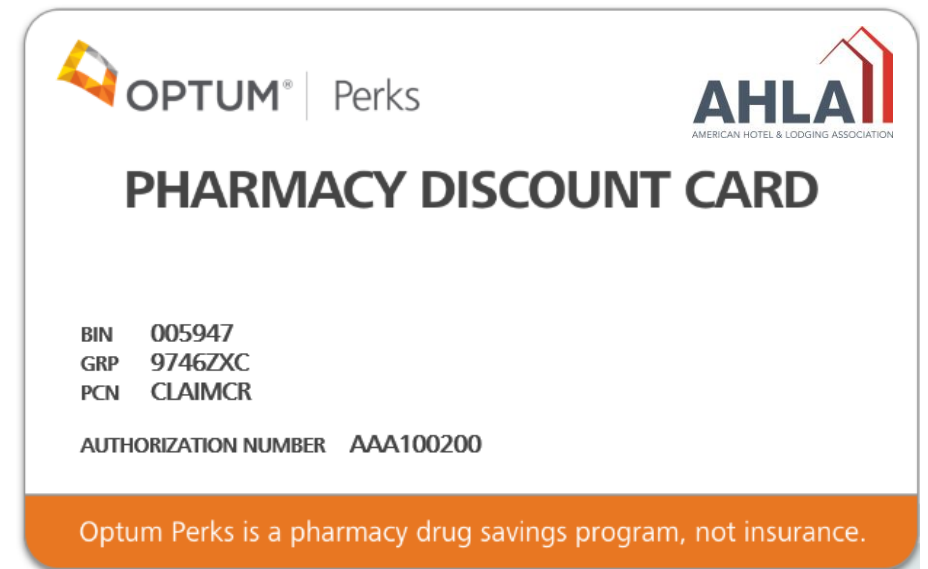
Free Prescription Drug Savings Program

Help your employees stay healthy and afford their FDA approved prescriptions with their **free OptumPerks discount card**.

No memberships. No fees.

Employees save up to 80% on most prescription drugs at over 64,000 pharmacies nationwide just by showing their card to the pharmacist each time they fill a prescription.

- Search the database to find the best discounts on thousands of prescription drugs.
- Locate pharmacies nearby to find the best, most convenient deal.
- Send your team to perks.optum.com/hospitalityrx to start saving.



Mental Health, Substance Use Disorder, Suicide Prevention Resources Available Now

Active Minds – **Resources to stay mentally healthy during this crisis time. (free)**



Access a free [resources hub](#) for help during the COVID-19 pandemic including stress management, community building from a distance, tips for remote workers. Access general resources now. Hospitality specific resources available 7/20.



Sanvello – **#1 rated app for stress, anxiety and depression. (free)**

Premium features are free for 2020 for hospitality. Includes guided meditation, learning modules, community discussion and daily tips. Hospitality specific landing page & resources <https://www.sanvello.com/hospitality/>.

PatientsLikeMe - **The world's largest personalized health network helps people find new treatments, connect with others and take action to improve their outcomes. (free)**



Access a community for anyone concerned about symptoms and/or diagnosed with COVID-19, as well as anyone suffering from anxiety and depression, to come together and discuss coping mechanisms and support. Hospitality specific landing page & resources <https://www.patientslikeme.com/join/hospitality>.

PsychHub - **the most comprehensive online learning platform on mental health, substance use, and suicide prevention topics in the world (free)**

<https://psychhub.com/>



Mental Health, Substance Use Disorder, Suicide Prevention Resources Available Now

CRISIS TEXT LINE |

Crisis Text Line - In crisis? Text HELLO to 741741 for immediate help any time from anywhere. (free)



Substance Use Disorder Helpline - In crisis? Call 1-855-780-5955, or visit liveandworkwell.com/recovery for immediate help anytime from anywhere. (free)



Emotional Support Helpline - Need a little support? Call 1-866-342-6892 for help any time from anywhere. (free)

Ben's Friends – Hospitality-focused substance abuse support network. (free)



Join a safe environment with others who understand the unique challenges experienced by people on the front lines in restaurants, hotels, and other hospitality industries. Click [here](#) to find a meeting near you or access telephonic meetings.

Telemedicine - Mental health + medical visits. Low members-only cost – employers may subscribe for all **working and furloughed employees**.



Unlimited, no-copay mental health and medical virtual appointments **\$7 per employee, per month**. Includes unlimited visits for the **employee + entire family**. Click [here](#) to reach the set up page.



Questions?

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