

## TESTIMONY FOR DELAWARE TASK FORCE

Good Afternoon, members of the committee. My name is Roger Roy and I am here today representing Teladoc. Teladoc is the largest and oldest provider of telehealth services in the nation. Teladoc has a proven record of achieving employee health benefit cost savings for employers who used their services. The State of Delaware, likewise, could benefit from using telehealth services.

This year the general assembly recognized the value of telemedicine by overwhelmingly passing HB-69 which recognizes the benefits that technology brings to healthcare by writing legislation that broadens access, not restricts it.

Over 40 employers use our services in Delaware such as Capital One, Aetna, Costco, Home Depot, AstraZeneca, Morgan Stanley and many others. Using telehealth services has saved Delaware employers over a quarter of a million dollars in 2014 and that number will rise significantly in 2015.

There are several reasons why these employers use telemedicine in their health plans. First is employee convenience. Teladoc's physicians are available 24/7, 365 days a year. Employees do not have to travel and wait in a doctor's office for hours for service. We are also able to help our clients reduce healthcare costs by keeping patients out of emergency rooms for non-emergency illnesses. A telehealth visit is 25% less expensive than a visit to an urgent care center. Further, since the patient can access our platform from work, home or travel, we are able to provide quality healthcare in a timely manner which helps patients. Furthermore, employers experience less absenteeism, as time away from the job is reduced.

Teladoc operates in 49 states. Clients include large employers, health plans, hospital systems, labor and thousands of small employers. Their physicians are board certified and licensed in the state in which they treat their patients. Teladoc does not offer direct to consumer services - the patient

can only access Teladoc thru an employer- sponsored benefit or thru a health plan such as the State Employee Health Plan.

I want to thank you for giving us the opportunity to participate in this process and make suggestions on how to improve services, while reducing the cost of the employees' health plan.