

LiveHealth Online

Access to care from anywhere



Agenda

- Where most of us started.....
- What we accomplished..
- What's next, the big picture
- LiveHealth Online Wellness Solutions
 - Healthy Weight
 - Healthy Blood Pressure
 - Smoke Free
- LiveHealth Online Engagement



LiveHealth Online goes where you go

Access LiveHealth Online via smart phone, tablet or computer

The LiveHealth Online app is available on both iOS and Android



A great consumer experience



94%

Visit Satisfaction Rating

“I absolutely love this service! I have used others like Teladoc in the past, but this is much more personalized.”



96%

Doctor Satisfaction Rating

“It’s amazing to have access to a doctor anytime, anywhere for a modest fee.”



73%

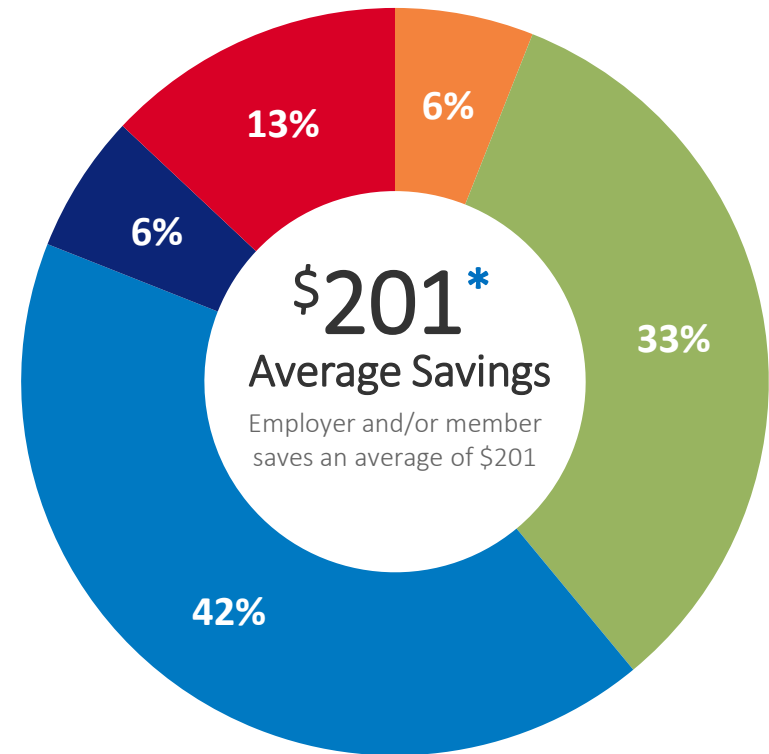
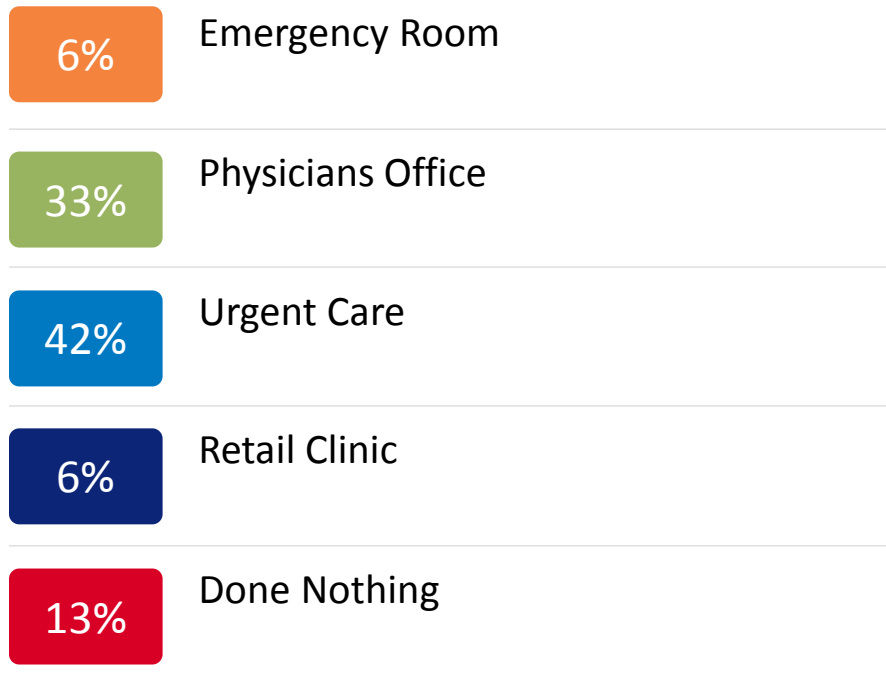
Saved 2 Hours or More

“Much quicker than the emergency room or urgent care and felt more personable.”

Source: LiveHealth Online 2016 Post-Visit Survey Data

Measureable cost savings

Patients reported they would have used the following, if not for LiveHealth Online:



Results based on internal LiveHealth Online study during 2014 and Q1 of 2015.
*This assumes that patients who do nothing would not eventually need additional care, that patients would use the care they say they would, and that care would follow patterns described previously.

*per episode (including follow-up) for the most commonly treated conditions. Costs include medical and pharmacy claims.

LiveHealth Online makes it easy for your associates to access the care they need when they need it most.





LiveHealth Online | Healthy Weight

Obesity in the U.S. – What this means for Employers

Excess body fat, increased blood pressure, high blood sugar levels and high cholesterol levels increase the risk of chronic diseases that **cost you and your employees** both **financially and in lost productivity**.

Average healthcare costs for individuals with:



\$2,368/yr

Normal body mass index
(BMI = 19)



\$3,000/yr

Overweight body mass index
(BMI = 28)



\$4,880/yr

Obese body mass index
(BMI = 45)

Source: <http://globalhealth.duke.edu/media/news/health-care-costs-steadily-increase-body-mass>

Here's how LiveHealth Online Healthy Weight can help

LiveHealth Online Healthy Weight

LiveHealth Online creates an engaging experience where the patient and nutritionist can see real time results with the use of connected scales.



Connected Scale

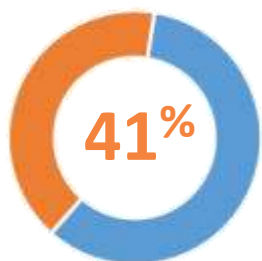


Nutritionist

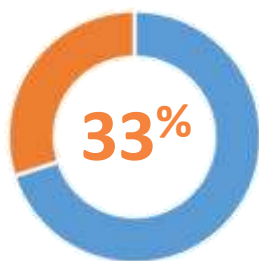
LiveHealth Online Healthy Weight – Case Study

Anthem house account promoted LiveHealth Online Healthy Weight to 15,287 associates who had a BMI of 30 or higher. Associates were required to have 3 free visits with a RD before receiving the \$200 BMI Wellness Credit.

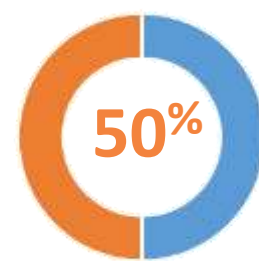
RESULTS ACHIEVED



41% of associates enrolled in Healthy Weight



33% completed 3 free visits with an RD



50% increase in LiveHealth Online registration rate

STRONG PROGRAM ENGAGEMENT DROVE UTILIZATION OF OTHER SERVICES AND COST OF CARE SAVINGS¹



Some found medical: 474 medical visits



\$95,274 cost of care savings from medical visits²



Some found behavioral health: 112 psychology visits

LiveHealth Online Healthy Weight Member Feedback



93%

Said provider was professional and helpful



89%

Would recommend this program to others



91%

Were satisfied with their visits

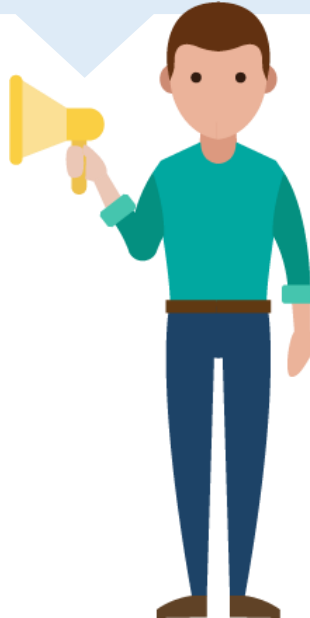
Data is from the 2016 LiveHealth Online Psychology post visit survey.

What members are saying about LiveHealth Online Healthy Weight

“Knowing I will be held **accountable** for my choices helps me stay on target.”



“Simply speaking, a professional helps solidify **motivation**. The coaching approach was helpful in focusing on realistic goals and was **empowering**.”



“I loved it. It was so **easy**, I will probably **use LiveHealth Online Medical** the next time I need to see a doctor.”



Consumer feedback is from July 2017 Healthy Weight user feedback survey.

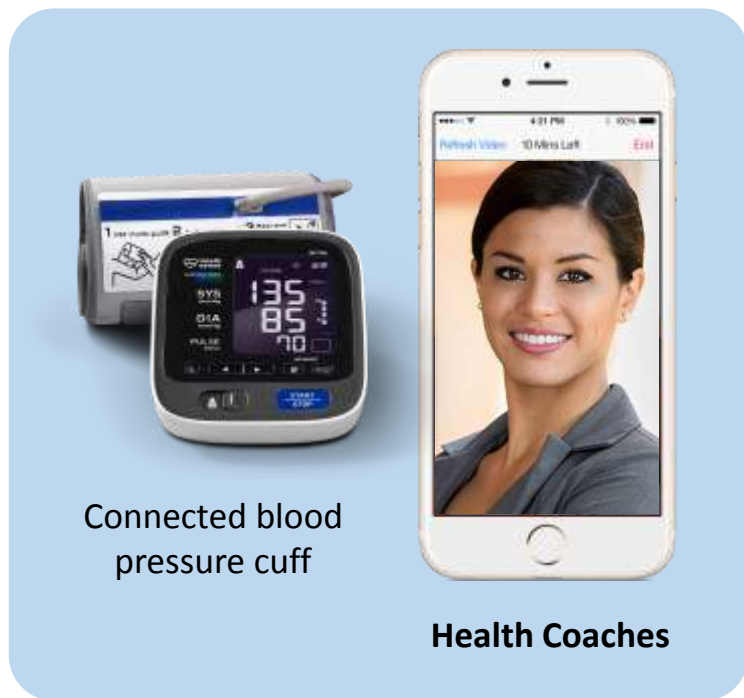


LiveHealth Online | Healthy Blood Pressure

Here's how LiveHealth Online Healthy Blood Pressure can help

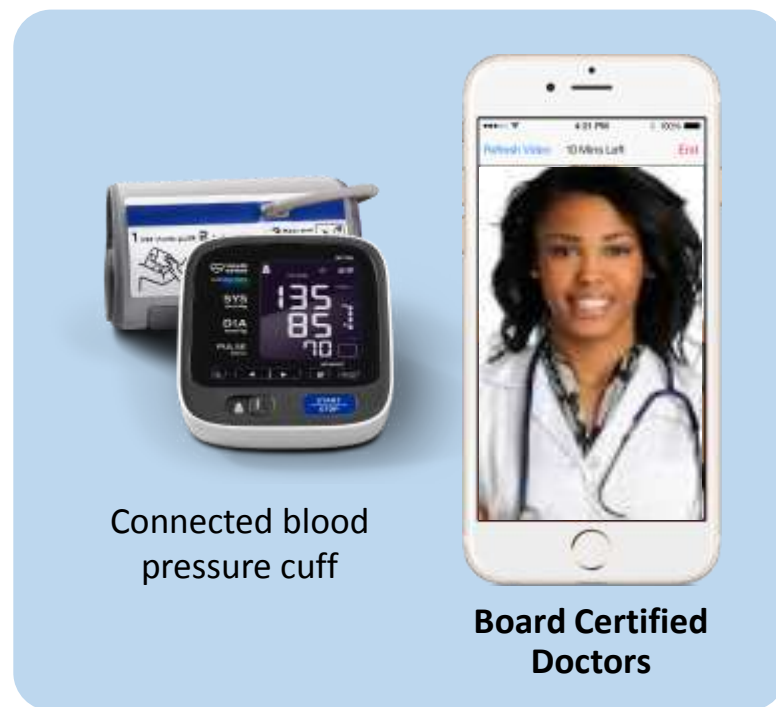
LiveHealth Online creates continuity of care through the combination of health coaches, connective devices and referral to board-certified doctors on LiveHealth Online for ongoing blood pressure management.

LiveHealth Online Healthy Blood Pressure



Patient
referral

LiveHealth Online Blood Pressure Care





LiveHealth Online | Smoke Free

Smoking in the U.S. – What this means for Employers

- 36.5 million adults in the United States currently smoke cigarettes.² And more than 16 million Americans live with a smoking-related disease.
- Workers who smoke each cost their employers \$5,800 more per year than a non-smoking employee.
- The biggest costs came productivity lost to smoking breaks, followed by health care expenses in excess of what nonsmokers end up paying.

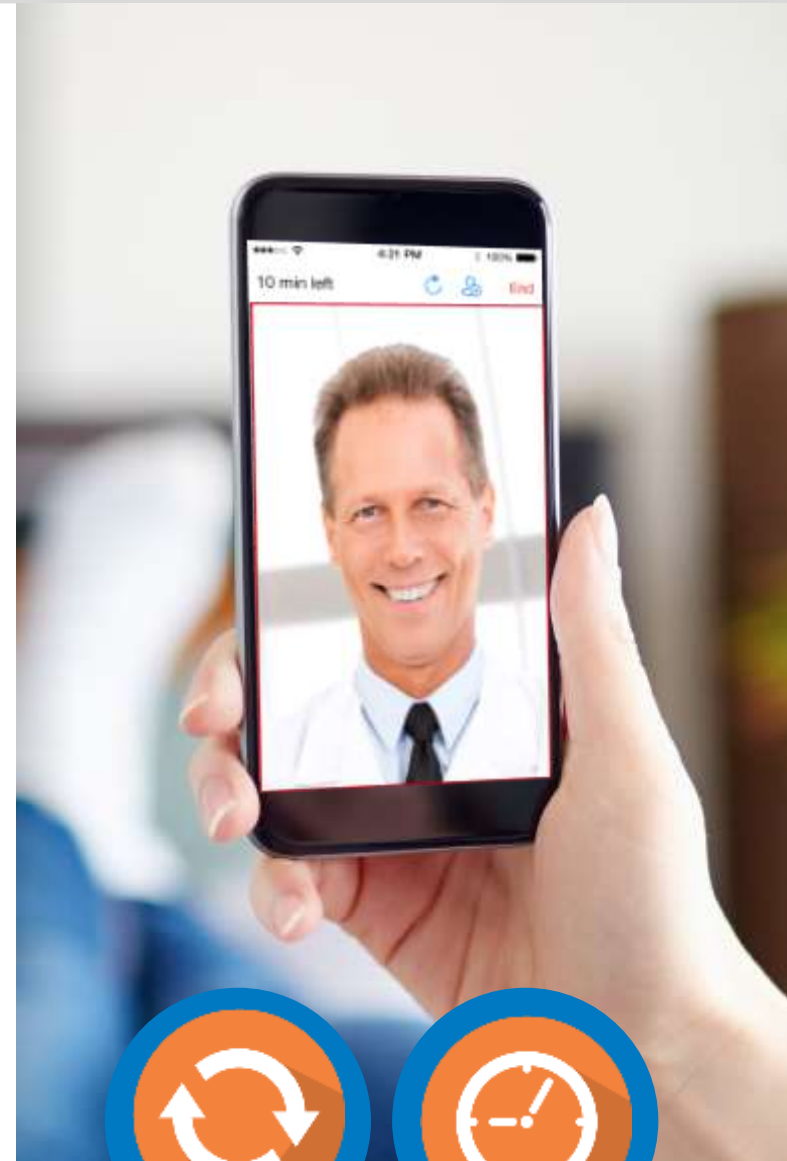


Source: <http://www.businessinsider.com/smokers-cost-companies-5800-a-year-2014-2>



Here's how LiveHealth Online Smoke Free can help

- Video visits with board certified doctors and quit coaches providing medication management, behavior modification coaching and support
- Private, easy to access and convenient
- Access via smart phone, tablet or computer
- Self-scheduled appointments, 7 days a week
- Available in 50 states



Access



Convenience



Questions?

Contact Pete Tasker at
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