



NEWS RELEASE

# Teladoc and Accolade Partner to Help Clients and their Members Get Maximum Value from their Benefits

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Integrated solution will help drive utilization of telehealth services through personal navigation support

LEWISVILLE, Texas--(BUSINESS WIRE)-- **Teladoc**, Inc. (NYSE:TDOC), the undisputed leader in telehealth, providing access to care for millions, announces today its alliance with Accolade, an on-demand healthcare concierge for employers, health plans and health systems. Together the companies will help members better navigate their health care benefit options and maximize the value of their telehealth benefits, contributing to a more efficient and positive health care experience. Available currently to several shared clients, the combined offering has proven to significantly increase Teladoc utilization.

This Smart News Release features multimedia. View the full release here:

<http://www.businesswire.com/news/home/20170316005655/en/>

"Teladoc is committed to delivering the highest quality care, and that comes from assuring not only quality clinical care, but also a positive care experience," said Drew Turitz, senior vice president of business development, Teladoc. "Our clients recognize that having the personal navigation support of Accolade is a powerful benefit for their employees and a resource that helps boost utilization and increase access to quality, cost-effective care."

The complexity of the healthcare system creates challenges for individuals as they seek to make the best care decisions and maximize benefits options for themselves and their family members. Compounding that is the fact that people often make healthcare decisions at the point of need – when they may be anxious, sick or overwhelmed. Accolade and Teladoc combine one-on-one personal interactions with easy-to-use, innovative technology to help members understand their options and receive the right care at the right time and in the right setting.

“It can be difficult and time-consuming for people to find their way around our highly fragmented healthcare system,” said Tim FitzGerald, vice president of strategic partnerships, Accolade. “To make the shift to patient-centered care, we need to deliver simple, unified experiences. That’s what our integration with Teladoc is about – making it easy for employees and members to get the highest quality health care services they need – when, how and where they need them.”

Accolade facilitates engagement with Teladoc services in a variety of ways. When assisting a member, the individual’s dedicated Accolade Health Assistant, guided by the Accolade Maya intelligence engine, will inform them of their Teladoc benefit in their employer plan. From there, the Accolade platform and Health Assistant work together to assist them in using the solution in the most appropriate way for their specific care need and lifestyle. There is also seamless integration with all elements of the solution, including the mobile application, provider search tool, member portal and customer analytics portal.

Similarly, Teladoc will help drive awareness and higher utilization of the Accolade healthcare solution through interactions with customers and partners.

The Teladoc-Accolade solution is currently available.

For more information on the Teladoc telehealth solution, visit <https://www.teladoc.com/>.

For more information about Accolade and their solution, visit <https://www.accolade.com/>.

## About Teladoc

Teladoc, Inc. (NYSE:TDOC) is the nation’s leading provider of telehealth services and a pioneering force in bringing the virtual care visit into the mainstream of today’s health care ecosystem. Serving some 7,500 clients — including health plans, health systems, employers and other organizations — more than 17.5 million members can use phone, mobile devices and secure online video to connect within minutes to Teladoc’s network of more than 3,100 board-certified, state-licensed physicians and behavioral health specialists, 24/7. With national coverage, a robust, scalable platform and a Lewisville, TX-based member services center staffed by 400 employees, Teladoc offers the industry’s most comprehensive and complete telehealth solution including primary care, behavioral health care, dermatology, tobacco cessation and more. For additional information, please visit [www.teladoc.com](http://www.teladoc.com).

## About Accolade

Accolade is an on-demand healthcare concierge for employers, health plans and health systems. Accolade’s team of

compassionate, trusted professionals is supported by breakthrough science and technologies to guide people through the healthcare system in a deeply personalized manner. Accolade customers experience industry-leading engagement levels, satisfaction scores unseen in health care, better health outcomes, and cost savings of more than 10 percent. Accolade has been recognized as one of the nation's 25 most promising companies by Forbes magazine, the fastest-growing private healthcare company by Inc. 500 and a Top Workplace for five consecutive years.

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