

reinventing health benefits through

virtual care

Virtual and digital health are here to stay.
How are you going to play in this new environment?

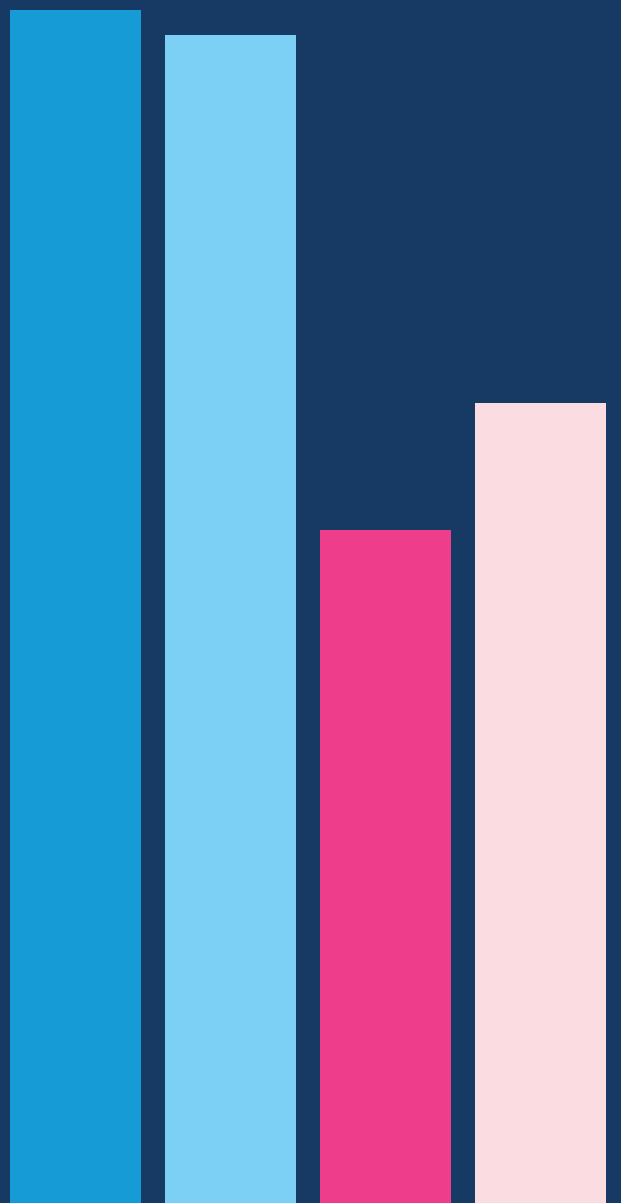
Why reinvent now?

94% of consumers willing to try at least one digital tool

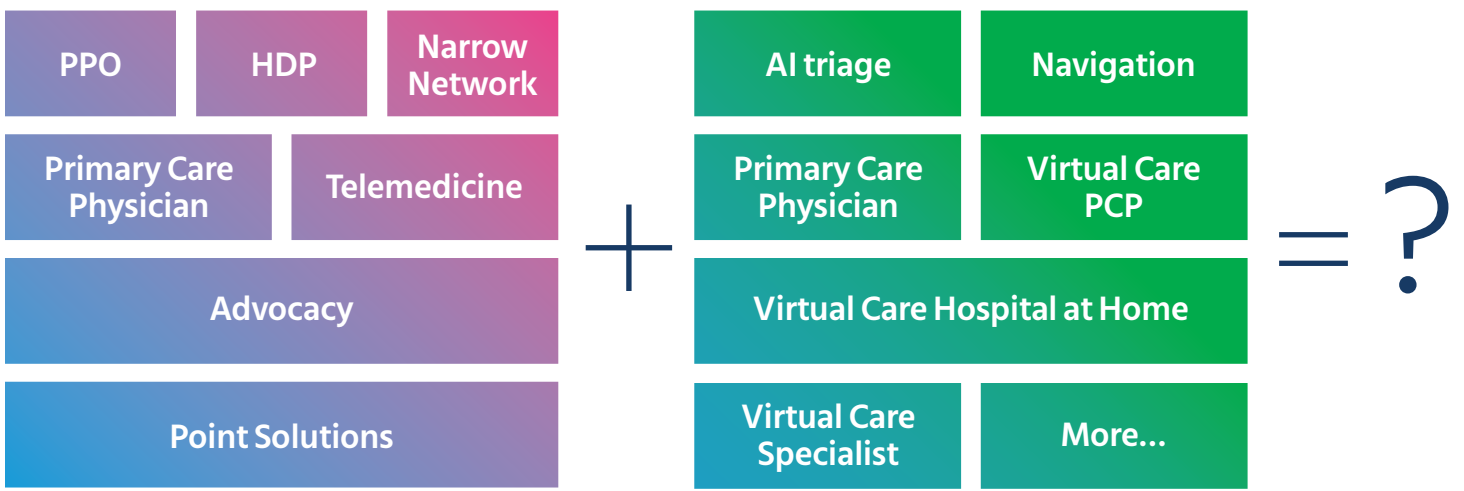
92% increase in Teladoc visits in Q1 2020; 9 out of 10 unrelated to COVID-19

53% of physicians using telemedicine that had not pre-COVID-19

63% of employers anticipate a larger role for telemedicine/virtual care in their health program in the future

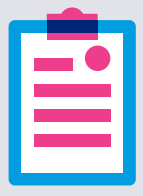


Reinventing health benefits in the new ecosystem: What to keep, change, add?



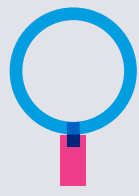
Cost impact/savings potential: +1 to -5%

Ideas to get started



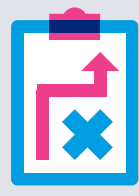
Inventory

Digital programs already in place today



Assess

Understand current utilization and opportunities to expand



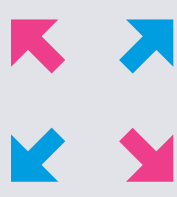
Strategize

What is your front door strategy? How do you want your members to access care?



Optimize

Current offering, including telemedicine and other virtual options



Expand

Augment current program with additional digital solutions

Employers are innovating NOW to reinvent their programs and leverage new virtual care opportunities. Contact a Mercer consultant today to learn more about how you can get started.