



Primary360

Primary care reimagined

Primary care is where health starts

Primary360 is a virtual primary care solution that inspires lasting relationships between people and care providers through longitudinal care plans, continuous care team support and a unified, whole-person experience. Primary360 offers a solution that isn't always available with traditional care—including personalization, flexibility, choice, convenience and care coordination. From the new patient visit to every checkup afterward, Primary360 allows people to be fully supported by a care team across their healthcare needs.

Outcomes

98%
member satisfaction¹

54 minutes
average new patient visit¹

63%
of members completed colorectal
cancer screening²

How it works



Initiate

The member chooses their primary care physician (PCP) based on preferences such as gender or language and schedules an appointment.



Health information

The member is shipped a welcome kit and blood pressure cuff and fills out a quick health questionnaire—including family history, current symptoms and a mental health assessment—along with any questions they would like to discuss.



New patient visit

The member has an exam and discusses their medical history and concerns. If needed, the PCP orders testing and makes referrals to other virtual care or in-person services.



Care plan

The PCP and care team create a care plan including goals, lab orders, recommendations and next steps, Rx information and member education that flexes over time with the member's changing health needs.



Ongoing support

The care team is available 24/7 via the message center of the Teladoc Health app for continuous support and guidance, and members may schedule visits with their PCP as needed.



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The first appointment was 45 minutes. I was blown away by that. My doctor was so thorough...just awesome...I can't say enough about her.

Tom, Primary360 member, 53, Florida³

Primary360 puts members at the center of the care experience, enabling them to build ongoing, trusted relationships with their primary care teams. From wellness services focused on preventing health issues to diagnosis and treatment to referrals to in-network specialists, our physician-led teams support the member throughout their health journey.

Benefits

Turnkey scalability

Full network capacity in all 50 states and advanced Electronic Medical Record/Electronic Health Record and data sharing, so members can receive care regardless of their location

Truly whole-person, integrated care

Addresses all health concerns—including chronic conditions—supporting gap-in-care closures and positive outcomes over time

High-touch referrals and navigation

A superior member experience with dedicated care teams, seamless integration with partner programs and efficient navigation to in-person specialists to ensure members are referred to the most appropriate, high-value specialists and services when needed

No other partner does virtual primary care like this

- Support for a full spectrum of care needs
- Access to a care team including a member-selected PCP, nurses and medical assistants
- Personalized, longitudinal care plans that flex over time with changing needs
- 24/7 access via unlimited messaging with the care team
- Navigation, coordination and referrals to in-person care, partner programs and additional Teladoc Health services

¹ Teladoc Health Primary360 data, 2022

² Analysis based on early program results using MIPS-based measure standards and augmented with text analysis of provider notes.

³ The testimonials, opinions and statements reflect one member's personal experience with Teladoc Health Primary360. Results and experiences may vary from person to person and will be unique to each member. The testimonials are voluntarily provided and are not paid. The individual in the photo is not the member who provided this testimonial.

Learn More: TeladocHealth.com | engage@teladochealth.com

Health plans are underwritten by the Wisconsin Physicians Service Insurance Corporation. This service is optional for self-funded groups. If you are a group leader for a large or self-funded group, check your plan or talk to an agent for more information on adding this great benefit for your employees.

About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.