

# Serve the mental health needs of people who serve us



## Key benefits

- Dedicated Client Success Team to ensure each group has the tools needed to drive engagement
- Price Transparency Tools help members make informed choices and save money on prescriptions
- Location-sensitive alerts that deliver benefits reminders, increasing member utilization

## Cost-effective, high-value care

Restaurant workers bring so much comfort to their customers, yet many may struggle with mental health issues. In fact, service workers in tipped environments are more likely to develop mental illness than those in non-tipped, salaried industries.<sup>1</sup> The impact of COVID-19 on restaurant employees' ability to work may exacerbate existing anxiety.

Many restaurants are acknowledging the impact of this stress on overall health and performance. Our HealthiestYou Complete Bundle gives restaurant employees a mental health benefit at no cost to them and offers a cost-effective solution for an industry that already operates on thin margins.

## How it works



### Initiate

member gets started using the app, web or phone



### Request

member requests an on-demand visit or schedules a time



### Visit

member engages with licensed mental health professional via phone or video



### Resolve

provider posts a visit summary to the member's file and sends a prescription to their local pharmacy if needed



### The business benefit of healthcare benefits

Healthcare benefits—including mental health support—may help reduce the high turnover rate among restaurant workers, which can be anywhere from about \$2,000 to replace a frontline server or dishwasher to \$10,000 for a manager.<sup>2</sup>

Adding additional benefits over time based on employees' needs is key to attracting and retaining top talent. Mental health support addresses a broad population and can serve as an entry point for people who may not be accustomed to using virtual care.

### Top reasons members use HealthiestYou Mental Health services:

- 24/7 access to licensed mental health professionals
- Ability to book an appointment in days, not months
- Easy-to-use app that identifies providers near the member's current location
- Private, confidential visits from members' homes via phone or video
- Coordination with a member's care team as needed

### Invest in the health of your employees



I knew I needed to find mental health and substance-use disorder support for my team after COVID-19. I didn't know where to turn, but Teladoc made it easy and affordable.

<sup>1</sup>Mental Health American. 2021. "Mind the Workplace." March 2, 2021. <https://mhanational.org/research-reports/2021-mind-workplace-report>

<sup>2</sup>National Restaurant Association. 2019. "Good benefits attract and keep restaurant employees." November 19, 2019. <https://restaurant.org/articles/news/good-benefits-attract-and-keep-restaurant-employee>

**LEARN MORE:** [healthy-hospitality.org/healthiestyou](https://healthy-hospitality.org/healthiestyou)

**About Teladoc Health:** Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

