

RESOLUTION NO. 36-2025

Offered by: Councilmember Norris

A RESOLUTION AUTHORIZING THE MAYOR AND THE FINANCE DIRECTOR TO ENTER INTO AN AGREEMENT WITH TELADOC HEALTH, INC. FOR PHYSICIAN SERVICES FOR FULL-TIME VILLAGE EMPLOYEES FOR JULY 1, 2025 THROUGH JUNE 30, 2026, AND DECLARING AN EMERGENCY

WHEREAS, the Village’s insurance advisor, Associated Underwriters Insurance Inc. has recommended entering into an agreement with Teladoc Health, Inc. to be the provider of physician services for full-time Village employees from July 1, 2025 through June 30, 2026, and declaring an emergency.

NOW, THEREFORE, BE IT RESOLVED by the Council of the Village of Richfield, Summit County, State of Ohio:

SECTION 1. That the Mayor and the Finance Director be, and they hereby are, authorized and directed to enter into an agreement with Teladoc Health, Inc. effective July 1, 2025 not to exceed \$9.76 per employee per month or approximately \$7,965 per year in accordance with the offer from Teladoc, a copy of which offer is attached hereto as Exhibit “A” and incorporated herein fully as if by reference, subject to the final approval of the Law Director.

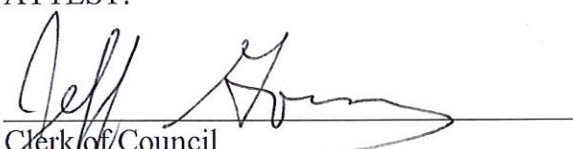
SECTION 2. It is found and determined that all formal actions of this Council concerning and relating to the adoption of this Resolution were adopted in an open meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were in meetings open to the public, in compliance with all legal requirements including Section 121.22 of the Ohio Revised Code.

SECTION 3. This Resolution is hereby declared to be an emergency measure necessary for the immediate preservation of the public health, safety and welfare and for the further reason that it is immediately necessary in order to comply with the timing requirements of the program; wherefore, provided this Resolution receives the affirmative vote of two-thirds of the members of Council elected or appointed, it shall take effect immediately upon its passage and execution by the Mayor; otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

PASSED: 6-3-25



President of Council

ATTEST:


Clerk of Council



Mayor

Dated: 6/3/2025

Alice Rhodes

EXHIBIT A

From: Taylor Jackanow <TJackanow@teladochealth.com>
Sent: Tuesday, April 22, 2025 3:58 PM
To: Alice Rhodes
Cc: Pete Coen
Subject: Action Required- July 2025 Teladoc Renewal - VILLAGE OF RICHFIELD #172847
Attachments: Village of Richfield.pdf

Hi Alice,

I hope all is well. I am reaching out regarding the July 2025 Teladoc renewal for VILLAGE OF RICHFIELD. I am glad to see your client taking advantage of the services available and I have attached their report for your review. Due to the groups utilization, we are unable to keep the rate the same for the upcoming year. This increase is so we can continue to support your client at their current utilization rate.

Group Name: VILLAGE OF RICHFIELD
Renewal Date: July 1st 2025
Services: Teladoc \$0 General Medical
Current PEPM: \$8.76 with current utilization cap: 80% General Medical
Adjusted PEPM: \$9.76 with adjusted utilization cap: 100% General Medical

Please remember that **part time, seasonal and 1099 employees are eligible** to be included on the current program. The client can offer these services to their entire staff. Please let me know if any lives will be added during their open enrollment.

June 15th- Date signature is needed to renew. Once you confirm the client will be renewing, please provide the name and email address of individual who will be signing the AdobeSign for the PEPM adjustments.

Please confirm this notice has been received within 10 business days and you are addressing it with your client for next steps.

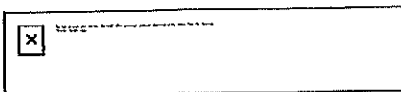
After 10 days, this notice will be sent to the client.

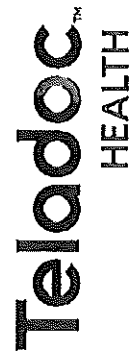
If you would like to schedule a call to review in further detail, please let me know.

In good health,
Taylor

Taylor Jackanow
Renewal Manager
Teladoc Health, Inc.
Phoenix, AZ

C 908-727-0173
tjackanow@teladochealth.com





Telehealth Utilization Report

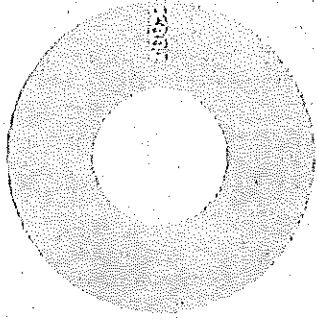
April 2024 - March 2025
Village of Richfield

Summary

Overall member satisfaction YTD

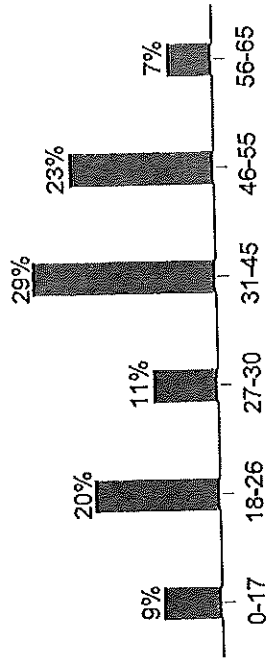
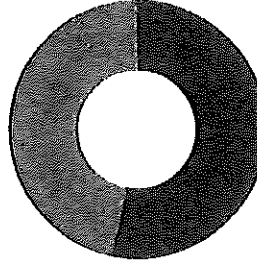
Report Period	Visits		Visit Utilization*		Total Net Claim Savings*	
	YTD	Annualized	YTD	Annualized	YTD	Annualized
Primary Care	N/A	N/A	N/A	N/A	**	**
General Medical	94	94	140.3%	140.3%	\$49,443	\$49,443
Mental Health	0	0	0.0%	0.0%	\$0	\$0
Dermatology	1	1	1.5%	1.5%	\$100	\$100
Grand Total					\$49,543	\$49,543

* A definition of visit utilization and claims savings can be found within each product section.
 ** As literature has shown, primary care savings are derived from longitudinal, effective preventive care. Over time, we will evaluate financial impact and continue to refine our savings projections.

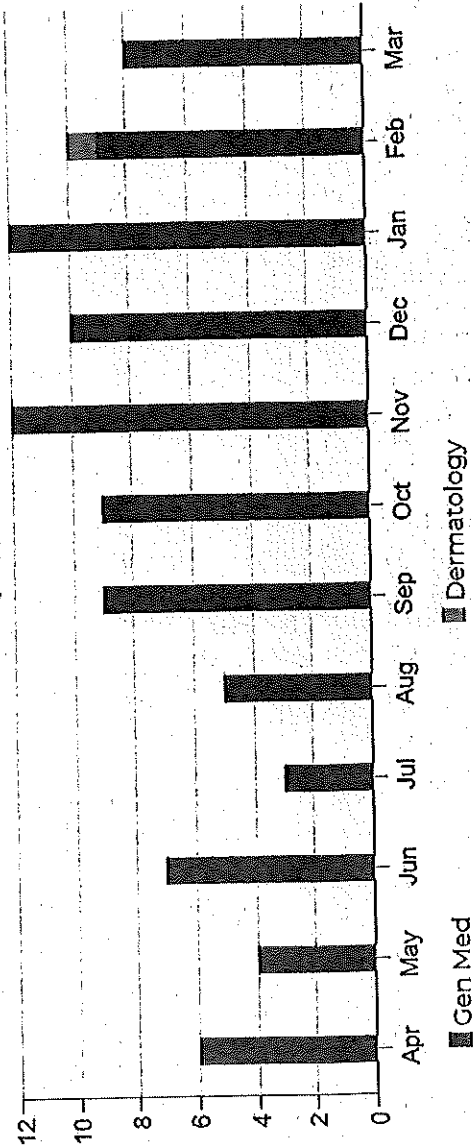


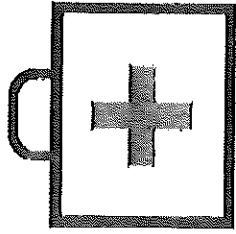
Number of Respondents with Visit: 6 Response Rate: 6.32%

Age and Gender



Visits per Month





General Medical

General Medical Claim Savings & Utilization



April 2024 - March 2025

Annualized Utilization

$\frac{\text{YTD total consults} \times 12}{\text{# months accrued YTD}}$
YTD Average Subscribers

140.3%

Claim Savings Per Episode

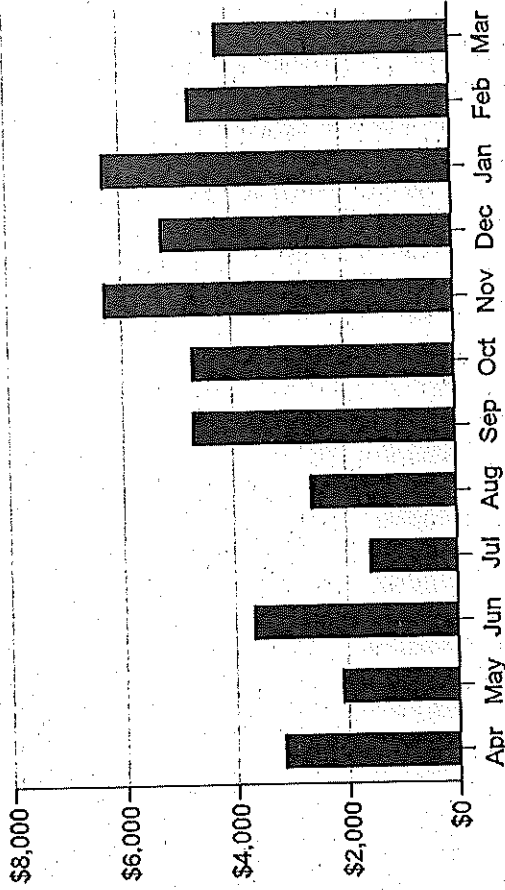
\$526

Total Net Claim Savings YTD

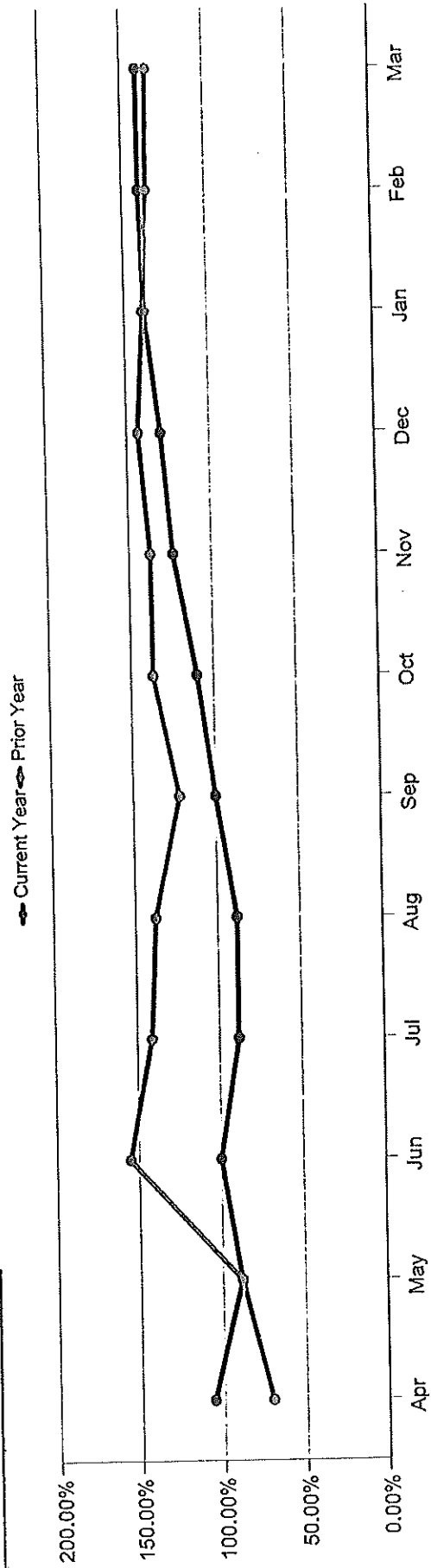
$\text{Claim Savings Per Episode} \times \text{Number of Visits YTD}$

\$49,443

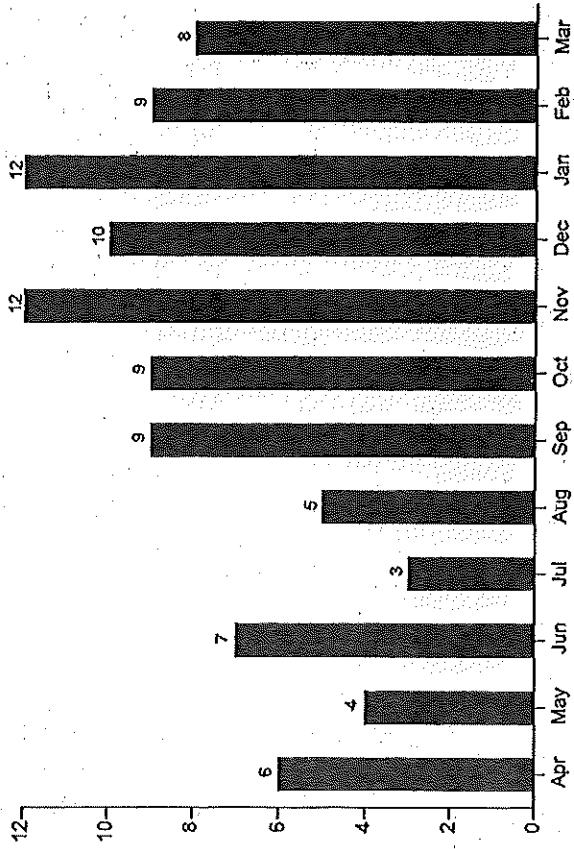
Net Claim Savings



Annualized utilization trend

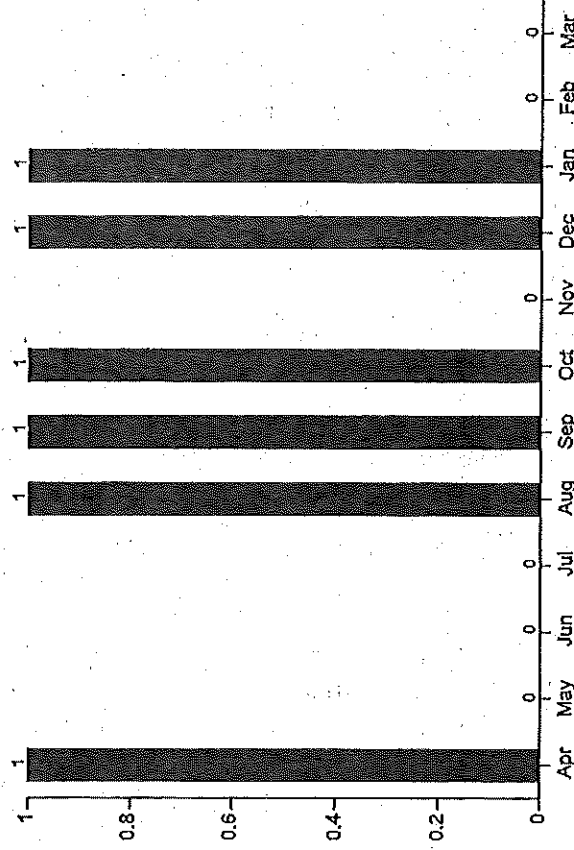


Visits this period **94**



YTD **94**

Registrations this period **6**



YTD **6**

	VISITS		MEMBERSHIP		REGISTRATIONS		MEDICAL HISTORY COMPLETIONS	
	Report Period	YTD	Report Period	YTD AVG	Report Period	Since Inception	Report Period	Since Inception
Primaries	57	57	67	67	4	67	4	42
Dependents	37	37	95	95	2	63	5	40
Eligible Lives	94	94	162	162	6	130	9	82

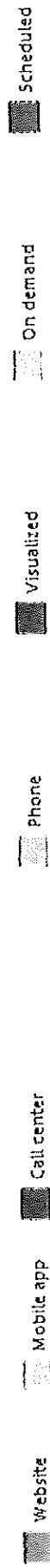
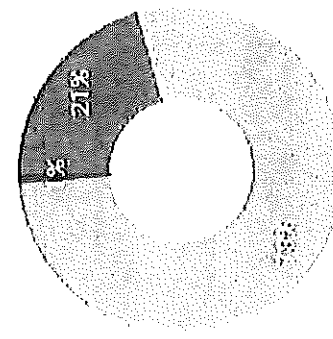
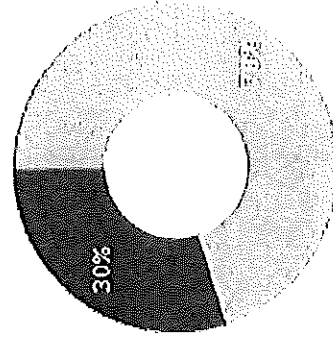
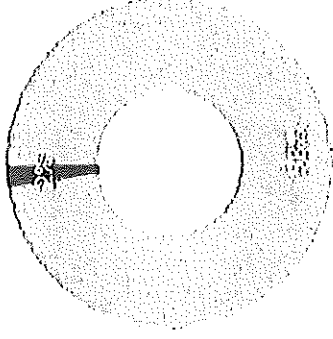
*YTD Average: Sum of each month's eligible lives divided by the number of calendar months the account is effective. Eligible Lives: All members with access to the service (primaries & dependents). Copyright © 2025 Teladoc Health, Inc. All rights reserved.

How your members received care YTD

On demand vs scheduled

Visit method

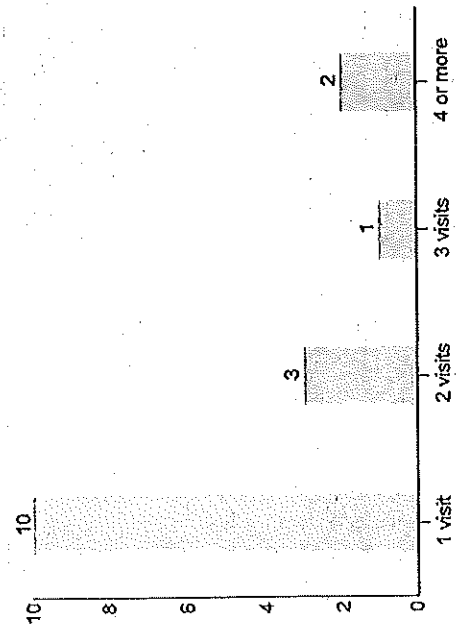
Visit request method



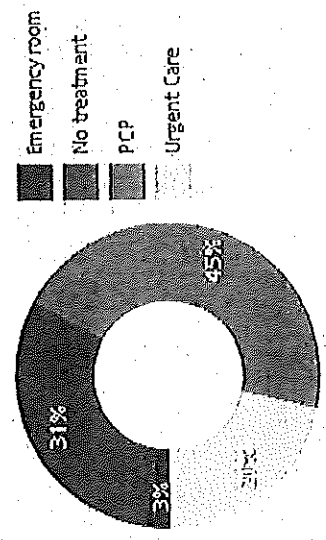
Visit frequency

Total number of **16** unique users:

Where member would have gone if Teladoc were not available



Consults	Percent
1 visit	62%
2 visits	19%
3 visits	6%
4 or more	12%



Who received care and when YTD

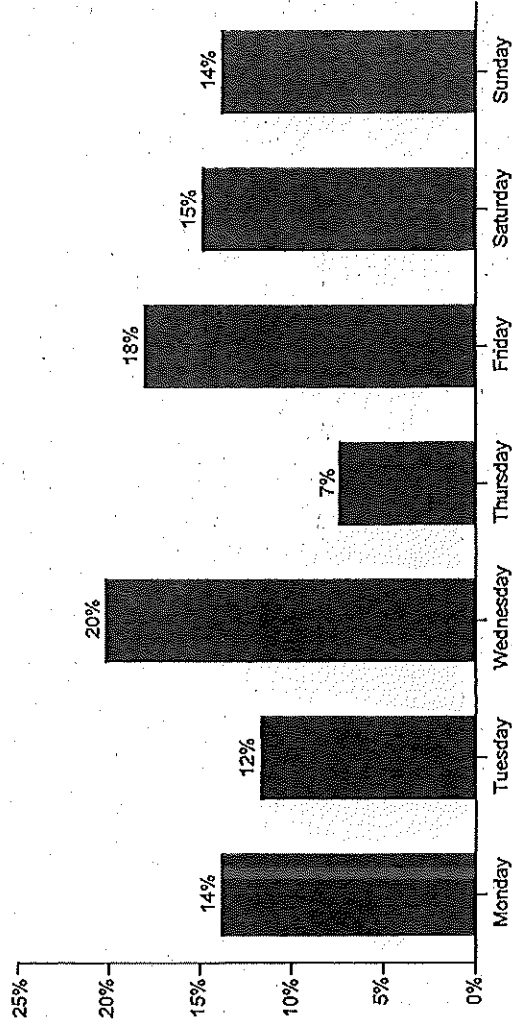
Gender

Day of week

53% Female

47% Male

0% Other



Utilization by age

Time of day*

