

MDLIVE[®] 2021 YEAR IN REVIEW

An Evernorth Company

SUPERIOR SERVICE DELIVERY

Serving our clients:

Partner to **four**
of the **top seven**
largest health plans

97% 
client revenue retention

Industry-leading patient satisfaction:

62M+ 
health plan and
employer members

+75 
net promoter score
annually since 2019

EXPANDED SERVICES



High Value Referrals



Surescripts Formulary Integration



Health Monitoring Programs



Enhanced Behavioral Health
Management

PROVEN SCALE

2500+ 
providers with more
than **5,500 licenses**

50+ 
US states and territories
served with **virtual visits**

PROVEN OUTCOMES

68%

MDLIVE Primary Care
patients had a chronic
condition **identified**.

78%

MDLIVE Behavioral Health
patients felt better after
3 sessions.

93%

MDLIVE Dermatology patients
had their issue resolved during
their **first consultation**.

REDUCED COSTS



\$250 in **savings** per
urgent care visit



76% of visits from
repeat members