

1Q-25 Quarterly Results

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- This presentation may include certain non-GAAP financial measures as defined by SEC rules. Teladoc Health believes that the presentation of such non-GAAP financial measures enhances an investor’s understanding of the Company’s financial performance. Teladoc Health uses certain non-GAAP financial measures for business planning purposes and in measuring the Company’s performance relative to that of its competitors. For additional information regarding these non-GAAP financial measures, including reconciliations to the most directly comparable financial measure calculated according to GAAP, refer the appendix to this presentation. Teladoc Health has not provided a full line-item reconciliation for net loss to adjusted EBITDA outlook because the Company does not provide outlook on the individual reconciling items between net loss and adjusted EBITDA. This is due to the uncertainty as to timing, and the potential variability, of the individual reconciling items such as impairments, stock-based compensation and the related tax impact, provision for income taxes, acquisition, integration, and transformation costs, and restructuring costs, the effect of which may be significant. Accordingly, a full line-item reconciliation of the GAAP measure to the corresponding non-GAAP financial measure outlook is not available without unreasonable effort.

Financial Highlights

**1Q-25 Revenue of
\$629M, (3)% y/y**

**1Q-25 Net loss per
share of \$(0.53)⁽¹⁾**

**1Q-25 Adj.
EBITDA⁽²⁾ of
\$58.1M, (8)% y/y**

**FY-25 Revenue outlook range
of \$2,468M to \$2,576M**

- 2Q-25 Revenue outlook range of \$614M to \$633M

**FY-25 Net loss per share
outlook range of
\$(1.40) to \$(0.90)**

- 2Q-25 Net loss per share outlook
range of \$(0.40) to \$(0.20)

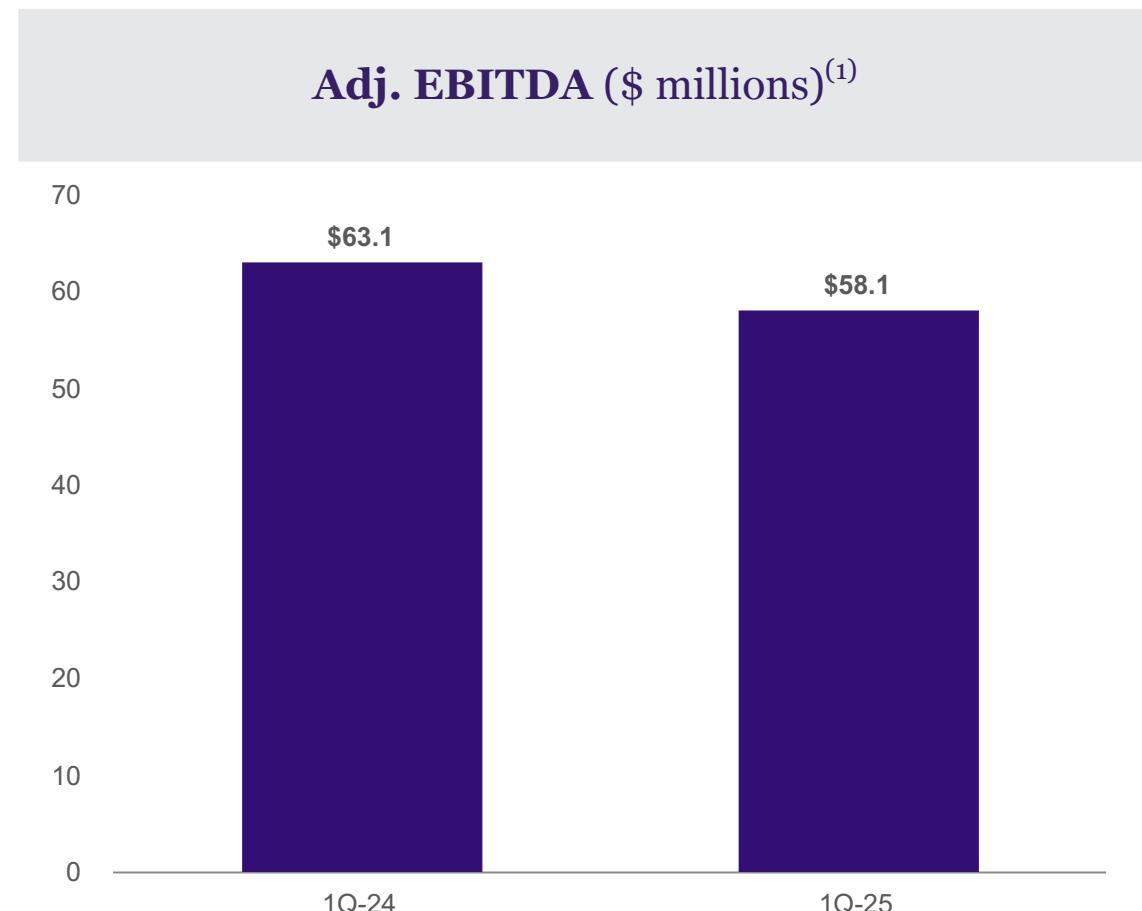
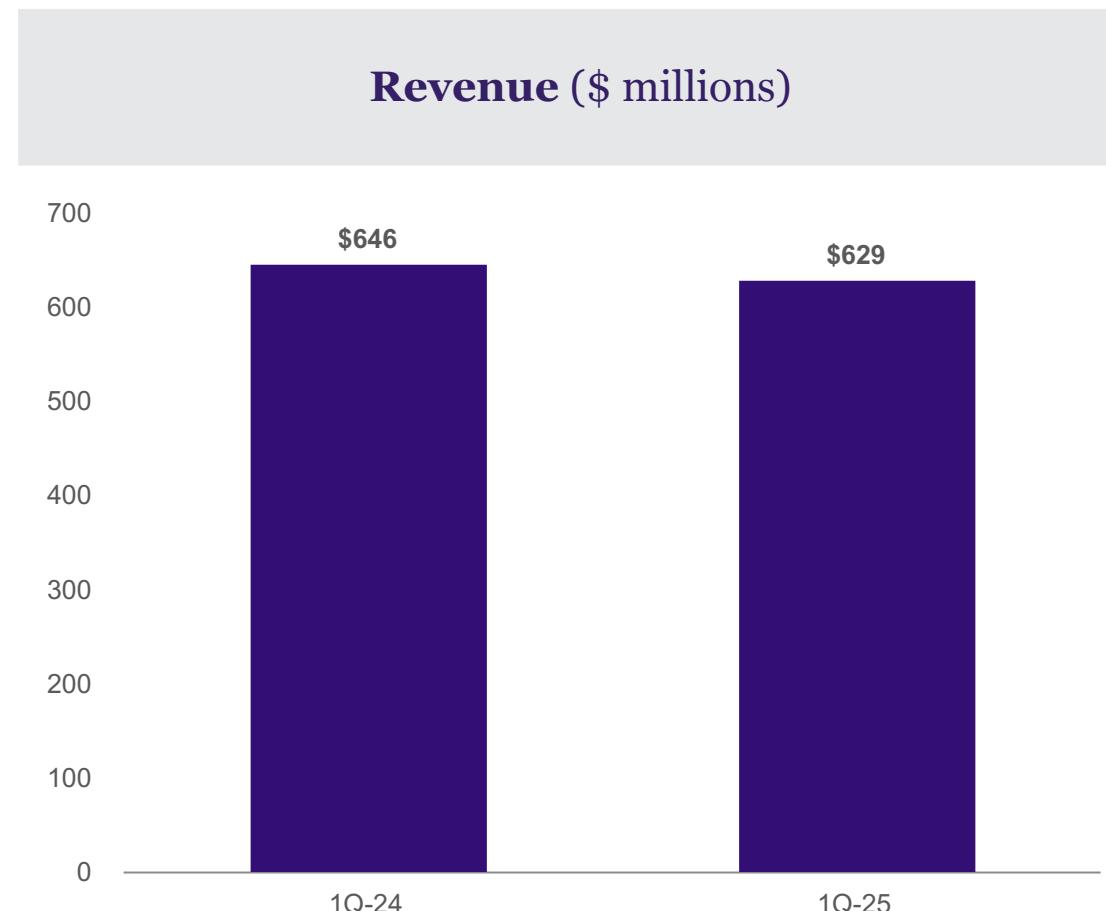
**FY-25 Adj. EBITDA outlook
range of \$263M to \$304M**

- 2Q-25 Adj. EBITDA outlook
range of \$56M to \$70M

(1) Net loss per share includes a non-cash goodwill impairment charge of \$59.1 million, or \$0.34 per share pre-tax, stock-based compensation expense of \$0.14 per share pre-tax, amortization of intangibles of \$0.48 per share pre-tax, partially offset by a discrete tax benefit of \$20.1 million, or \$0.12 per share

(2) See reconciliation of GAAP to non-GAAP measures included in the Appendix of this presentation.

1Q-25 Consolidated Revenue & Adj. EBITDA



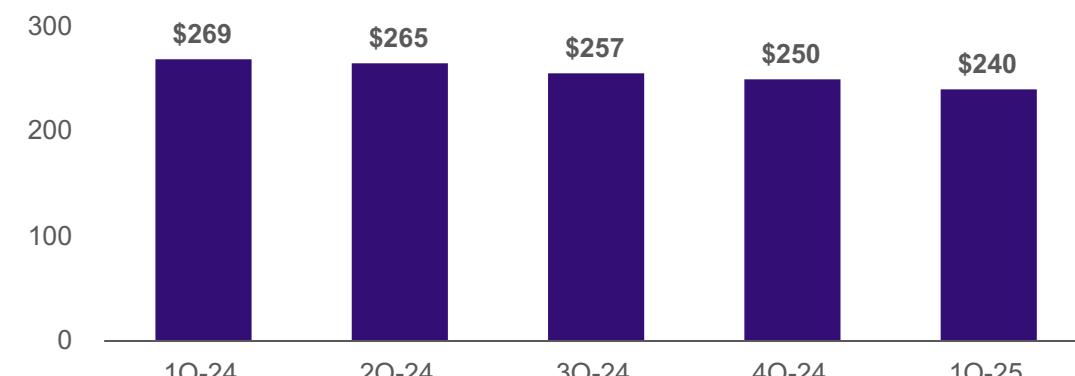
(1) See reconciliation of GAAP to non-GAAP measures included in the Appendix of this presentation.

Quarterly Segment⁽¹⁾ Results

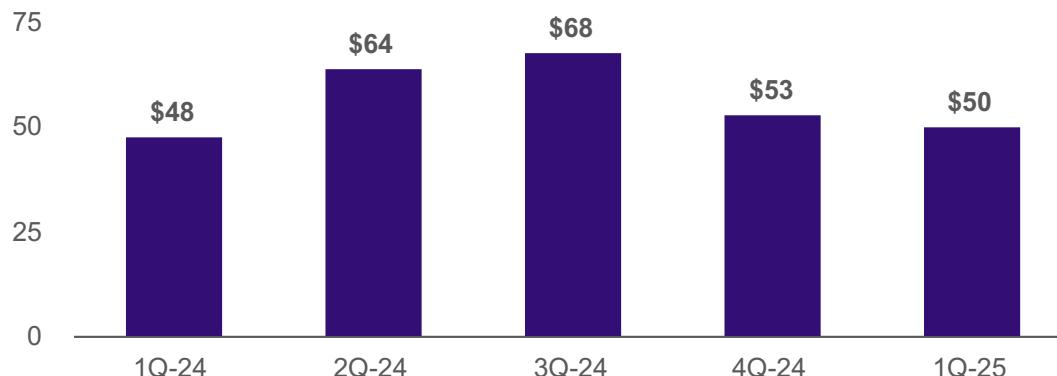
Integrated Care Segment Revenue (\$ millions)



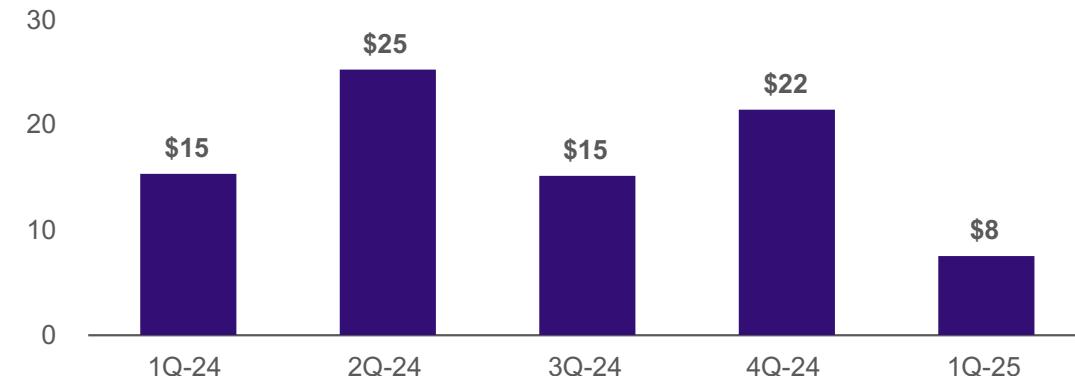
BetterHelp Segment Revenue (\$ millions)



Integrated Care Segment Adjusted EBITDA (\$ millions)



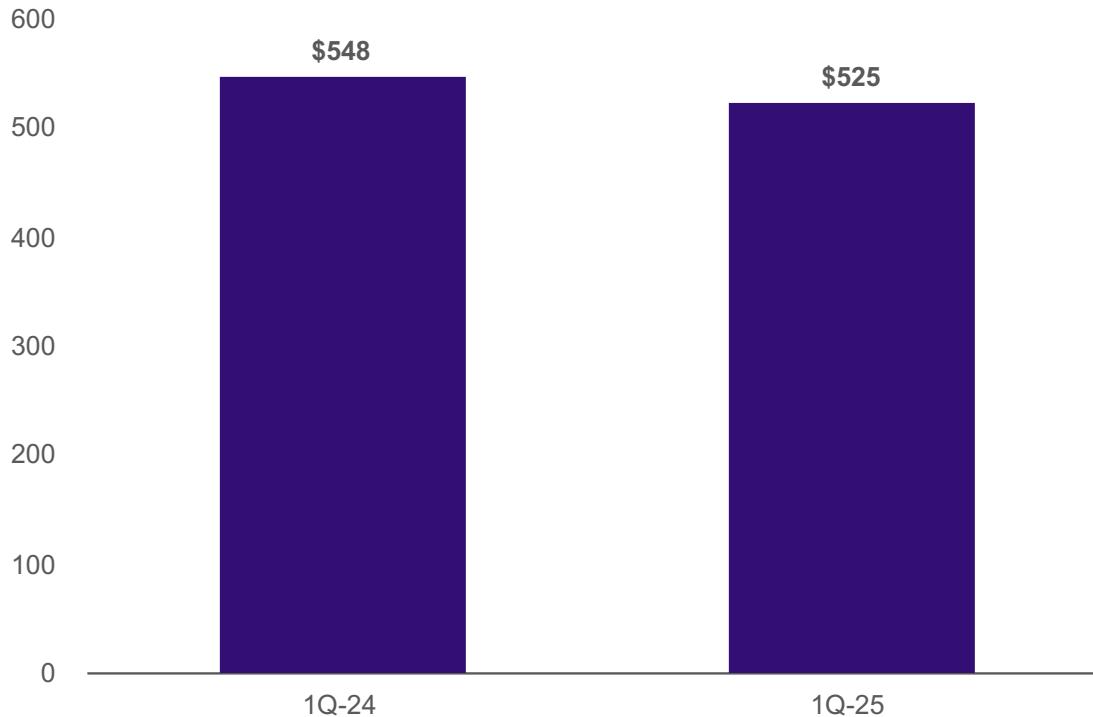
BetterHelp Segment Adjusted EBITDA (\$ millions)



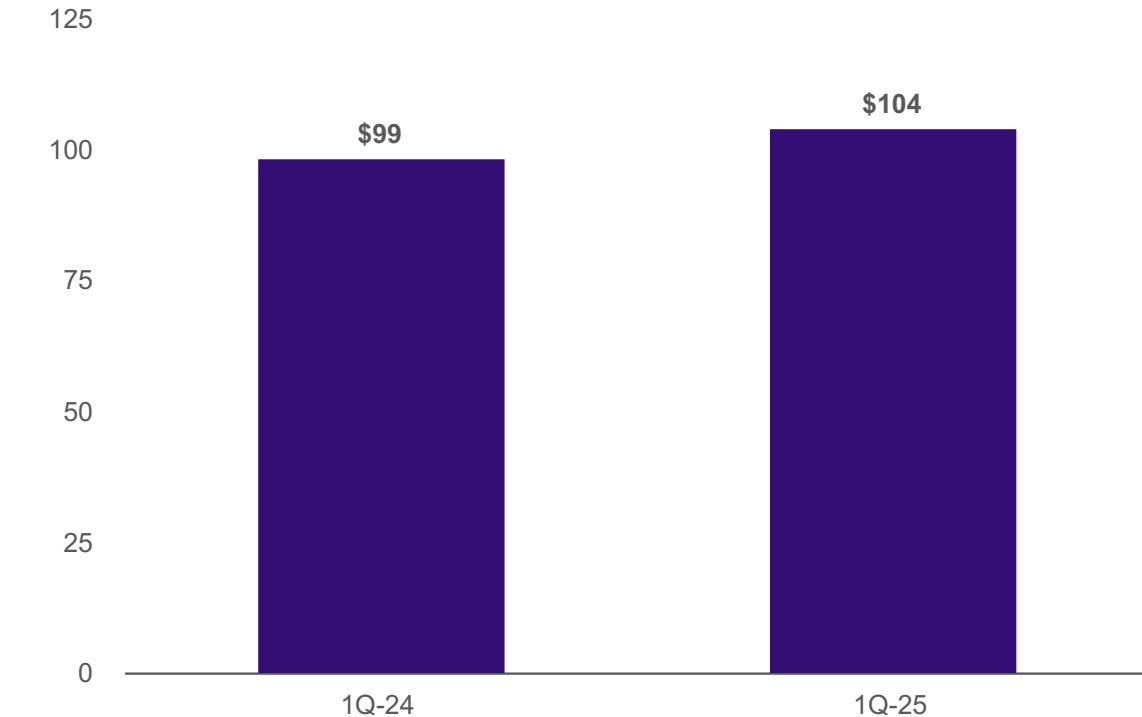
(1) The Company has two segments: Teladoc Health Integrated Care ("Integrated Care") and BetterHelp. The Integrated Care segment includes a suite of global virtual medical services including general medical, expert medical services, specialty medical, chronic condition management, mental health, and enabling technologies and enterprise telehealth solutions for hospitals and health systems. The BetterHelp segment includes virtual therapy and other wellness services provided on a global basis, which are predominantly marketed and sold on a direct-to-consumer basis.

1Q-25 Revenue: U.S. & International

U.S. Revenue (\$ millions)

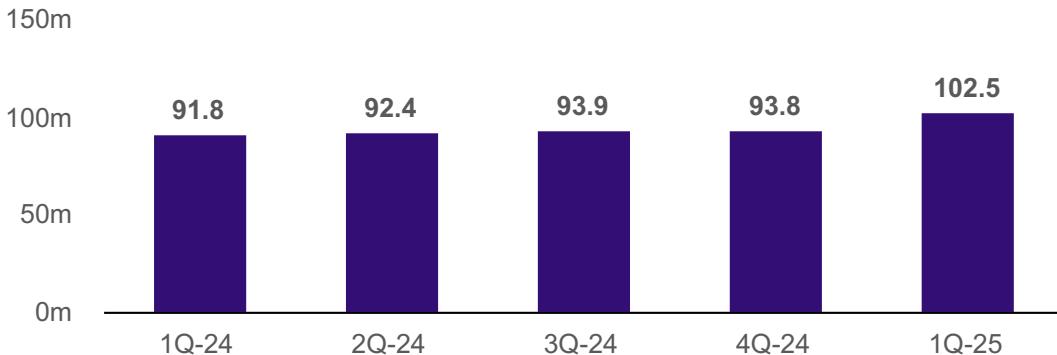


International Revenue (\$ millions)

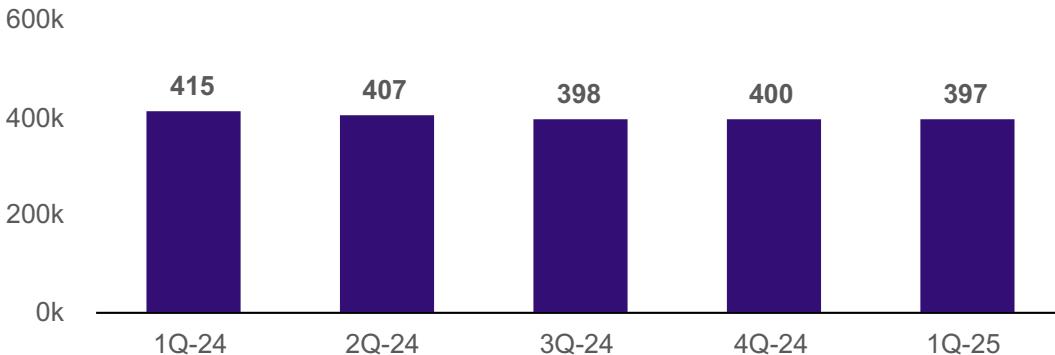


Quarterly Key Operating Metrics

U.S. Integrated Care Members⁽¹⁾ (millions)



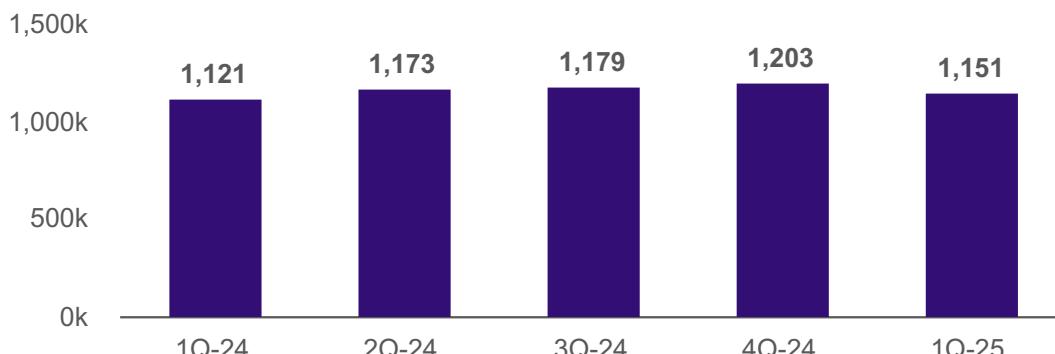
BetterHelp Paying Users⁽²⁾ (thousands)



Average Revenue per Month per U.S. Integrated Care Member⁽³⁾



Chronic Care Program Enrollment⁽⁴⁾ (thousands)



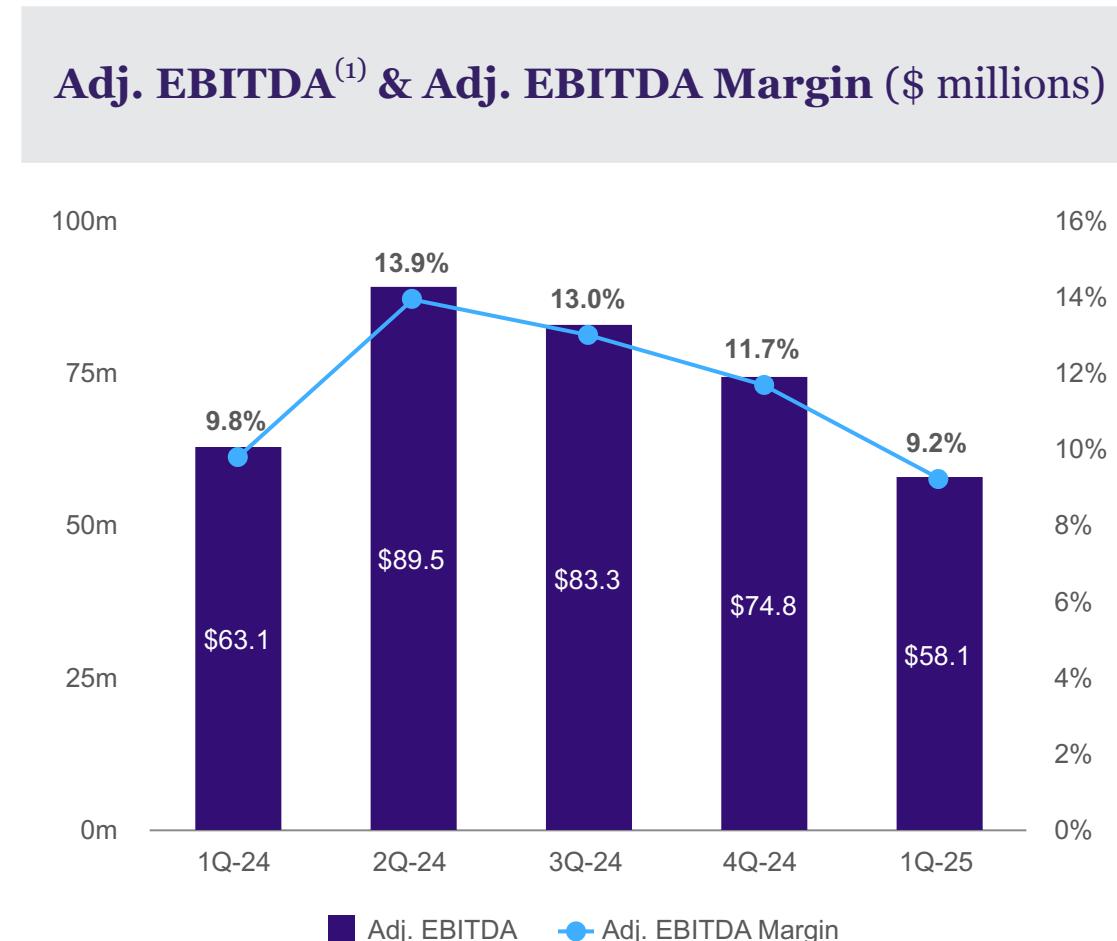
1. U.S. Integrated Care Members represent the number of unique individuals who have paid access and visit fee only access to Teladoc Health's suite of integrated care services in the U.S. at the end of the applicable period.

2. BetterHelp Paying Users represent the average number of global monthly paying users of the company's BetterHelp therapy services during the applicable period.

3. Average monthly revenue per U.S. Integrated Care member is calculated by dividing the total revenue generated from the Integrated Care segment by the average number of U.S. Integrated Care Members (see note 1) during the applicable period.

4. Chronic Care Program Enrollment represents the total number of enrollees across Teladoc Health's suite of chronic care programs at the end of the applicable period.

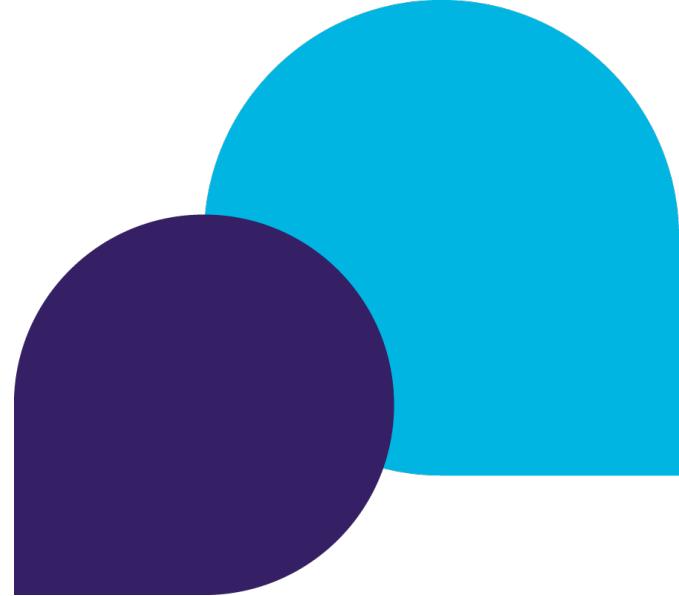
Quarterly Adjusted EBITDA & Adjusted EBITDA Margin



(1) See reconciliation of GAAP to non-GAAP measures included in the Appendix of this presentation.

Balance Sheet and Cash Flow Highlights

- **Cash and Cash Equivalents**
(as of March 31, 2025): **\$1.19B**
- **Convertible Senior Notes ⁽¹⁾**
(as of March 31, 2025): **\$1.54B**
- **Operating Cash Flow**
(1Q-25): **\$16M**
- **Free Cash Flow ⁽²⁾**
(1Q-25): **\$(16)M**

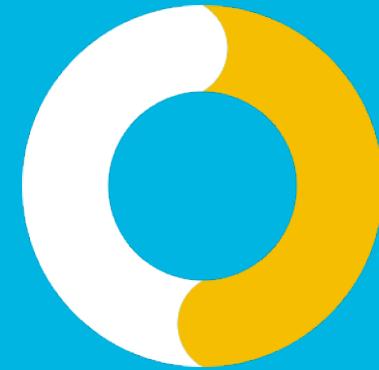


(1) Includes \$0.55B of current convertible senior notes that mature in the second quarter of 2025

(2) See reconciliation of GAAP to non-GAAP measures included in the appendix of this presentation.

Outlook: 2Q-25 and FY-25

| | 2Q-25 | Y/Y % Growth | FY-25 | Y/Y % Growth |
|---------------------------------------|-----------------------------|-----------------------|-----------------------------|----------------------|
| Revenue (\$M) | \$614 to \$633 | (4)% to (1)% | \$2,468 to \$2,576 | (4)% to 0% |
| Net loss per share | \$(0.40) to \$(0.20) | NM | \$(1.40) to \$(0.90) | NM |
| Adj. EBITDA (\$M) | \$56 to \$70 | (37)% to (22)% | \$263 to \$304 | (15)% to (2)% |
| US Integrated Care Members (M) | 101.5 to 102.5 | 10% to 11% | 101 to 103 | 8% to 10% |



Appendix

Reconciliation of Net Loss to Adjusted EBITDA

| | 1Q-24 | 2Q-24 | 3Q-24 | 4Q-24 | 1Q-25 |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|
| Net loss | \$(81,889) | \$(837,671) | \$(33,276) | \$(48,409) | \$(93,012) |
| Add: | | | | | |
| Provision for income taxes | 2,690 | 3,884 | 780 | 238 | (18,255) |
| Other expense (income), net | 370 | 563 | (2,239) | 7,341 | (2,435) |
| Interest expense | 5,649 | 5,648 | 5,660 | 6,846 | 5,765 |
| Interest income | (13,942) | (13,572) | (15,326) | (14,231) | (12,674) |
| Depreciation of property and equipment | 2,834 | 1,703 | 2,666 | 2,980 | 3,564 |
| Amortization of intangible assets | 95,057 | 94,862 | 86,906 | 86,540 | 84,304 |
| Restructuring costs | 9,673 | 1,500 | 3,580 | 5,602 | 4,347 |
| Acquisition, integration, and transformation costs | 373 | 457 | 457 | 456 | 2,188 |
| Goodwill impairment | — | 790,000 | — | — | 59,138 |
| Stock-based compensation | 42,325 | 42,107 | 34,047 | 27,472 | 25,163 |
| Adjusted EBITDA | \$63,140 | \$89,481 | \$83,255 | \$74,835 | \$58,093 |

(in 000s)

Reconciliation of GAAP Net Cash Provided by Operating Activities to Free Cash Flow

| 1Q-25 | |
|---|--------------------------|
| Net cash provided by operating activities | \$15,919 |
| Capital expenditures | (2,726) |
| Capitalized software development costs | (28,859) |
| Capex | (31,585) |
| Free Cash Flow | <u><u>\$(15,666)</u></u> |

(in ooos)