Telehealth Visits Pre- and Post-COVID Onset

Total Visits
- All Payers: 192K (2019 vs. 2020: 2,660%)
- Medicaid: 59K (4,984%)
- Commercial: 73K (1,680%)
- Medicare Advantage: 36K (1,288%)
- Medicare FFS: 25K (*Only thru June 2020: 1,611%)

Visits Per Person
- 2019: 7 visits per 100 people
- 2020: Average 2 visits per person (x2)

Top Reasons for Visits
- Mental Health Conditions: 37% vs. 53%

Most Utilized Providers
- Primary Care: 38% vs. 22%
- Behavioral Health: 34% vs. 38%

Overall Trends
- Visits per person: March 2019 - Jan 2020 vs. March 2020 - Jan 2021
- Use remains much higher than pre-COVID utilization

February 2020
- Visits per person: 9

April 2020
- Visits per person: 3

January 2021
- Visits per person: 2

Behavioral Health Trends
- Visits to behavioral health providers continue to rise
- 9 visits per 10 people
- April 2020
- January 2021

For more information or to view the full Telehealth Services Analysis, visit us at: www.civhc.org