**UTILIZATION**

Number of telehealth visits increased post pandemic and still remain high

- **Commercial**
  - 2019: 1,300% increase from 2019 to 2020
  - 2020: 8% increase from 2019 to 2020
  - 2021: 88K

- **Medicaid**
  - 2019: 47K
  - 2020: 2.4M
  - 2021: 2.3M

- **Medicare**
  - 2019: 43K
  - 2020: 572K
  - 2021: 443K

Telehealth Medicaid visits increased the most across all payers from 2019 to 2020.

Mental health is the top telehealth diagnosis category for all years and increased in both 2020 and 2021.

- **2019**
  - Mental Health: 31%
  - Behavioral Health: 42%
  - Primary Care: 19%

- **2020**
  - Mental Health: 47%
  - Behavioral Health: 33%
  - Primary Care: 24%

- **2021**
  - Mental Health: 59%
  - Behavioral Health: 46%
  - Primary Care: 22%

Diagnoses with the exception of mental health, the top telehealth diagnoses categories per year have changed.

- **2021**
  - Mental Health (Depression, Anxiety Disorders, Schizophrenia, etc.): 59%
  - Endocrine / Nutritional (Hyperthyroidism, Diabetes, etc.): 5%
  - Nervous (Spinal Cord Injury, Bell’s Palsy, etc.): 9%

- **2020**
  - Mental Health (Depression, Anxiety Disorders, Schizophrenia, etc.): 47%
  - Endocrine / Nutrition (Hyperthyroidism, Diabetes, etc.): 7%
  - Musculoskeletal & Nervous (Arthritis, Osteoporosis, etc./Spinal Cord Injury, Bell’s Palsy, etc.): 6%

- **2019**
  - Mental Health (Depression, Anxiety Disorders, Schizophrenia, etc.): 31%
  - Behavioral Health (Asthma, Chronic Bronchitis, Emphysema, etc.): 13%
  - Circulatory (Aneurysms, Heart Failure, Cardiopulmonary etc.): 7%

**PROVIDER TYPES**

Telehealth visits with behavioral health providers have remained high while visits with primary care providers have dropped more.

For all age groups except people over 65 and older, 75% of all telehealth visits were for mental health.

- **2019**
  - Mental Health Conditions: 69%
  - Musculoskeletal Conditions: 17%
  - Endocrine/Nutritional Conditions: 14%

- **2020**
  - Mental Health Conditions: 71%
  - Musculoskeletal Conditions: 17%
  - Endocrine/Nutritional Conditions: 12%

- **2021**
  - Mental Health Conditions: 67%
  - Musculoskeletal Conditions: 18%
  - Endocrine/Nutritional Conditions: 15%

Diagnosis categories per year have changed.

- **2019**
  - Mental Health (Depression, Anxiety Disorders, Schizophrenia, etc.): 29%
  - Behavioral Health: 42%
  - Primary Care: 19%

- **2020**
  - Mental Health (Depression, Anxiety Disorders, Schizophrenia, etc.): 25%
  - Other: 46%
  - Primary Care: 24%

- **2021**
  - Behavioral Health: 22%
  - Other: 19%
  - Primary Care: 19%

With the exception of mental health, the top telehealth diagnoses have changed per year.

*Medicare FFS data for 2021 is incomplete and includes claims through June only.

For more information or to view the full Telehealth Services Analysis, visit us at: [www.civhc.org](http://www.civhc.org)