**bhi** Blue Health Intelligence®

## URBAN VS. RURAL VARIATION IN TELEHEALTH SERVICES PER 1,000



Data points:
- URBAN: Jan-20: 1.12, Feb-20: 1.18, Mar-20: 23.17, Apr-20: 84.71, May-20: 76.67, Jun-20: 68.07, Jul-20: 66.60, Aug-20: 61.39, Sep-20: 62.73, Oct-20: 66.53
- RURAL: Jan-20: 0.91, Feb-20: 0.96, Mar-20: 11.91, Apr-20: 50.42, May-20: 41.16, Jun-20: 33.03, Jul-20: 31.56, Aug-20: 29.11, Sep-20: 29.18, Oct-20: 30.55
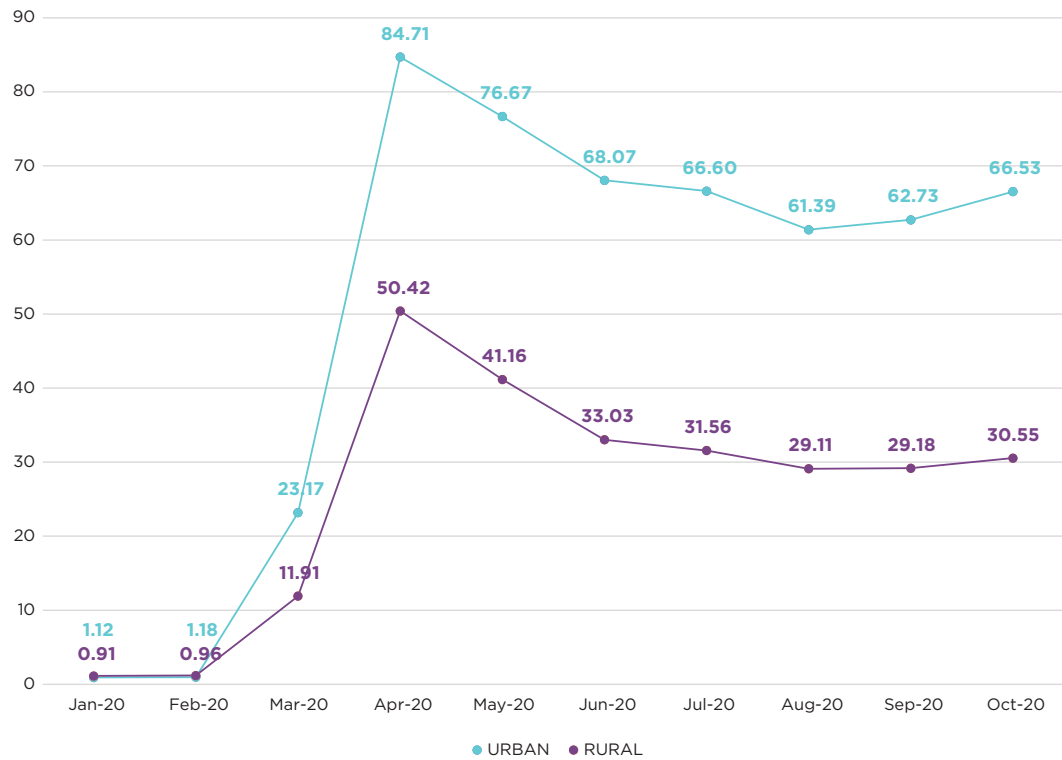
## GENDER VARIATION IN TELEHEALTH SERVICES PER 1,000



Data points:
- FEMALE: Jan-19: 0.60, Apr-19: 0.72, Jul-19: 0.77, Oct-19: 1.00, Jan-20: 1.40, Apr-20: 110.08, Jul-20: 86.38, Oct-20: 87.39
- MALE: Jan-19: 0.36, Apr-19: 0.42, Jul-19: 0.43, Oct-19: 0.55, Jan-20: 0.72, Apr-20: 62.11, Jul-20: 45.42, Oct-20: 44.30

## TOTAL TELEHEALTH SERVICES PER 1,000



Data points:
- 2020: Jan: 1.06, Feb: 1.12, Mar: 23.05, Apr: 85.88, May: 76.74, Jun: 67.33, Jul: 65.72, Aug: 60.71, Sep: 61.97, Oct: 65.64
- 2019: Jan: 0.48, Feb: 0.53, Mar: 0.55, Apr: 0.57, May: 0.59, Jun: 0.55, Jul: 0.60, Aug: 0.62, Sep: 0.66, Oct: 0.78
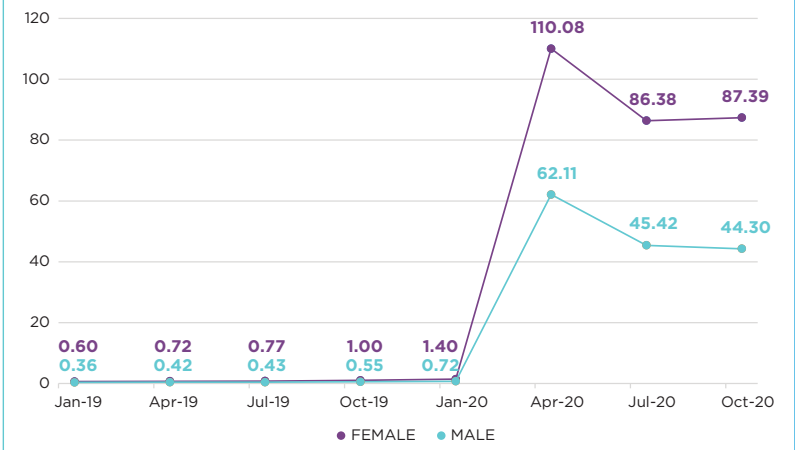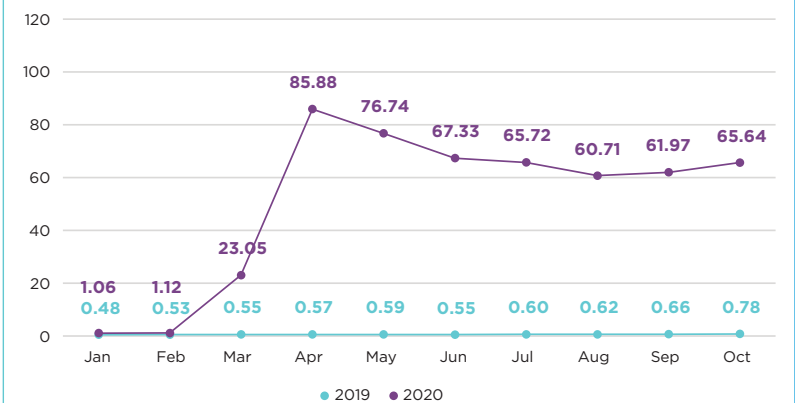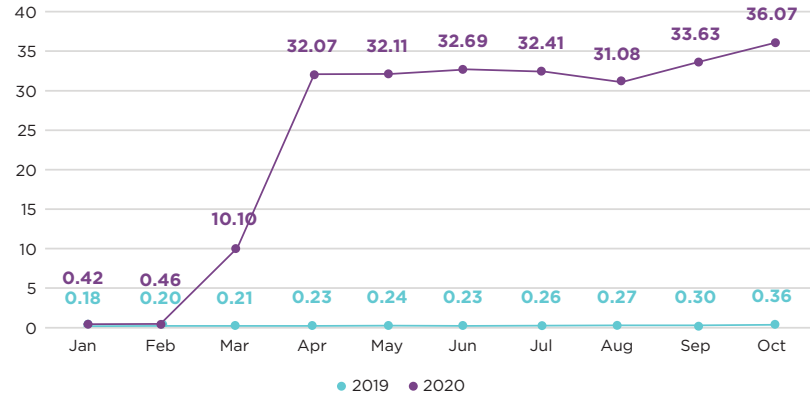
## WHAT THE DATA SAYS

The explosive growth of telehealth has been discussed extensively in the past year. To provide even greater insights into the nature of this COVID-19 driven-trend, BHI studied our conformed national medical claims data set, comprised of more than 22 billion claims that represent 217 million unique lives, to unearth different telehealth insights.

In our January through October 2020 analysis, BHI examined rural, urban, and gender-related telehealth utilization differences among commercially insured individuals. Telehealth utilization in urban versus rural areas saw similar trajectories, experiencing all-time highs in April and May 2020. People in urban areas were 77% more likely than people in rural areas to utilize telehealth services. Women were 87% more likely than men to use virtual healthcare services.

While telehealth utilization began to slow in late summer, the total number of telehealth services for every 1,000 insured members was 84 times higher than the same time in 2019.

# USING BHI DATA TO ASSESS THE IMPACT OF COVID-19
# ON TELEHEALTH UTILIZATION

## BEHAVIORAL TELEHEALTH SERVICES PER 1,000



2019 values: Jan 0.18, Feb 0.20, Mar 0.21, Apr 0.23, May 0.24, Jun 0.23, Jul 0.26, Aug 0.27, Sep 0.30, Oct 0.36

2020 values: Jan 0.42, Feb 0.46, Mar 10.10, Apr 32.07, May 32.11, Jun 32.69, Jul 32.41, Aug 31.08, Sep 33.63, Oct 36.07

As health plans, employers, and healthcare providers prepare for a much larger reliance on virtual care, it is important to note that the most common diagnoses associated with telehealth for the past two years have been tied to behavioral health conditions. The average number of behavioral health telehealth visits per 1,000 members from January to October of 2020 was 92 times higher than in 2019.

Of note in 2020, opioid dependence no longer was one of the top 10 reasons for telehealth encounters, dropping from eighth position in 2019. Hypertension became the fifth-highest issue addressed via telehealth in 2020, but was not on the 2019 top 10 list. The new diagnosis code, "Contact w/and exposure to other virtual communicable diseases, COVID-19, cough," ranked in the top 25 reasons for a telehealth visit for 2020.

## TELEHEALTH UTILIZATION

### 2019 – TOP DIAGNOSES BY ENCOUNTERS

1. Generalized anxiety disorder
2. Major depressive disorder, recurrent, moderate
3. Adjustment disorder with mixed anxiety and depressed mood
4. Anxiety disorder, unspecified
5. Major depressive disorder, recurrent severe w/o psych features
6. Attention-deficit hyperactivity disorder, combined type
7. Post-traumatic stress disorder, unspecified
8. **Opioid dependence, uncomplicated***
9. Attention-deficit hyperactivity disorder, predominantly inattentive type
10. Major depressive disorder, single episode, unspecified

*\* These conditions were not in the top 10 for both years.*

### 2020 – TOP DIAGNOSES BY ENCOUNTERS

1. Generalized anxiety disorder
2. Adjustment disorder with mixed anxiety and depressed mood
3. Major depressive disorder, recurrent, moderate
4. Anxiety disorder, unspecified
5. **Essential (primary) hypertension***
6. Adjustment disorder with anxiety
7. Adjustment disorder, unspecified
8. Post-traumatic stress disorder, unspecified
9. **Dysthymic disorder***
10. Attention-deficit hyperactivity disorder, combined type

**Dx of Interest in Top 25:** Contact w/ and exposure to other viral communicable diseases, COVID-19, cough

**Contact BHI to see how our bigger data and bolder analytics drive better decisions.**
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