

Memorandum

TO: SHIF Commissioners and Professionals
FROM: Office of the Program Manager
SUBJECT: Telemedicine Utilization
DATE: March 2021

SHIF Telehealth Claims in the Age of COVID – Artemis Reporting

The below is an overview of key observations of Telemedicine claims data in the half of the 2020-2021 SHIF Fund year, 7/1/2020 – 12/31/2020 as compared to 7/1/2019 – 12/31/2019.

General Telehealth Trends

- 22% of the SHIF population, 9,255 individuals, actively enrolled in an Aetna or AHA plan incurred a telehealth claim in the July-December 2020 period.
- 61% of that group were female.
- Subscribers topped the relationship code that utilized telehealth the most:
 - Subscriber -46%
 - Dependent – 32%
 - Spouse - 22%

Telehealth Visit Volume and Financial Metrics

- With only 646 telehealth visits processed in Q3 and Q4 2019 claims data comparing 30,105 claims processed in Q3 and Q 4 of 2020, the SHIF saw an increase in utilization of over **4,000%**.
- The allowed amount for all processed/paid telehealth claims was \$26,000 in 2019 and \$3.3MM in 2020.
- The PEPM allowed amount in 2020 was \$39, while the PEPM Fund paid amount was \$43.50. The average by claim paid amount was \$122
- **Teladoc** was the top provider for telemedicine claims, with **797 claims** incurred in the first half of the 2020-2021 SHIF Fund year. Center for Family Guidance was a distant second with 279 distinct claims occurring.
 - Claims to Teladoc and MDLive process with \$0 member cost share for those enrolled in non-HDHP plans. Members who utilize providers other than Teladoc and MDLive are assessed standard plan cost share.
- The top diagnosis for **all telehealth claims** was *anxiety and stress disorders*, with **1,686 distinct claims**. This diagnosis also led the Fund for net paid amount, with \$1.18MM in paid claims.
- For **telehealth visits to a PCP**, the top ICD10 for claim counts was *persons with a potential health hazard due to communicative diseases*. This also led the diagnoses list for employer paid, with \$257,000 net paid.

Behavioral Health Telehealth Claims Key Observations:

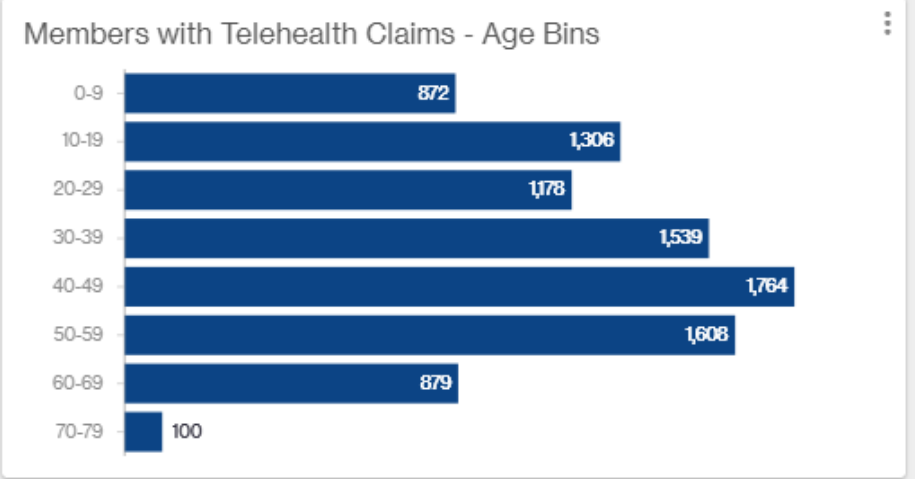
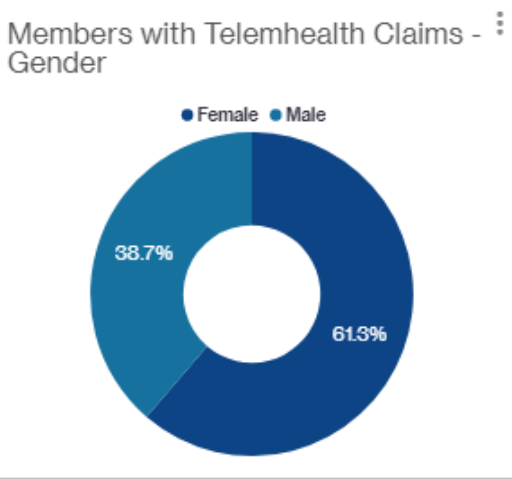
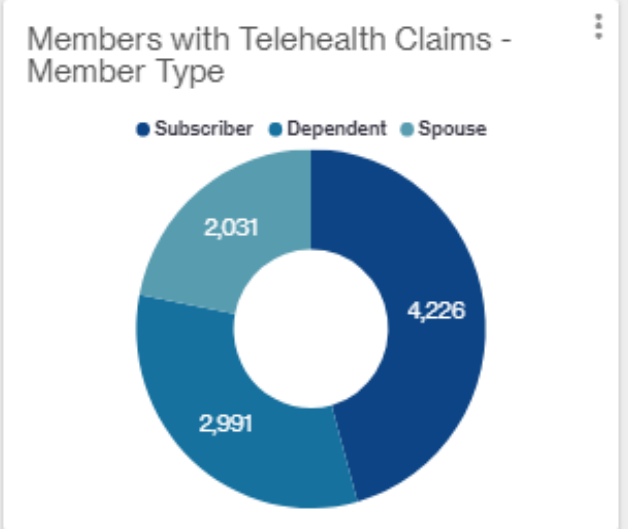
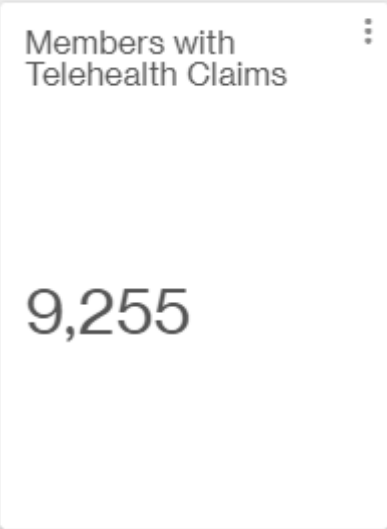
- In the first half of the 2020-2021 Fund year, **10,571** members of the SHIF had a behavioral health telehealth claim processed. With a head count of 40,600, that is **26%** of the membership. This is a **130%** increase from Q3 and Q4 of 2019.
- Behavioral health telehealth claims contributed **\$3.97MM** to the total net paid for the Fund in the first half of the 2020-2021 Fund year.
- July 2020 was the largest month for count of processed telehealth claims in Qs 3 and 4 of 2020. Another spike occurred in October.
- The PEPM allowed amount in 2020 was \$79, while the PEPM Fund paid amount was \$91. The average by claim paid amount was \$191
- The top diagnosis for **all behavioral health telehealth claims** was *anxiety and stress disorders*, with 2,594 members with this diagnosis code. This diagnosis also led the Fund for net paid amount, with \$1.18MM in paid claims.

Next Steps:

- Both Aetna's TelaDoc and AmeriHealth's MDLive telemedicine programs have a mental/behavioral health add on available for an additional fee. The Program Manager's office will conduct a cost analysis and review financial impact of adding these services to our existing TelaDoc and MDLive offerings.
- Engage Guardian Nurses with data set and review potential program offerings

General Telehealth Trends

Aetna and AHA Medical Claims Incurred and Paid 7/1/2020 - 12/31/2020 (Current) vs 7/1/2019 - 12/31/2019 (Prior)



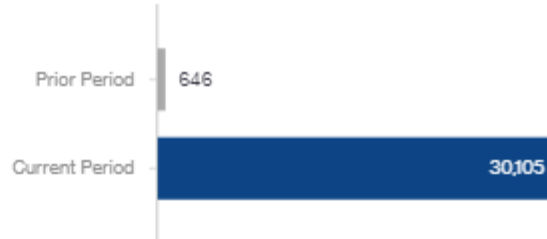
Telehealth Visit Volume + Financial Metrics

Aetna and AHA Medical Claims Incurred and Paid 7/1/2020 - 12/31/2020 (Current) vs 7/1/2019 - 12/31/2019 (Prior)

YoY Trend - Telehealth Claims

4,560.2% ↑

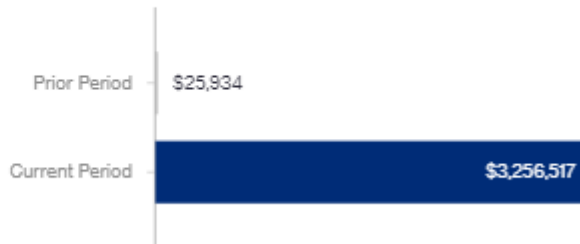
Telehealth Count Distinct Med Claims (Prior vs. Current)



YoY Trend - Allowed Amount (Med)

12,457.0% ↑

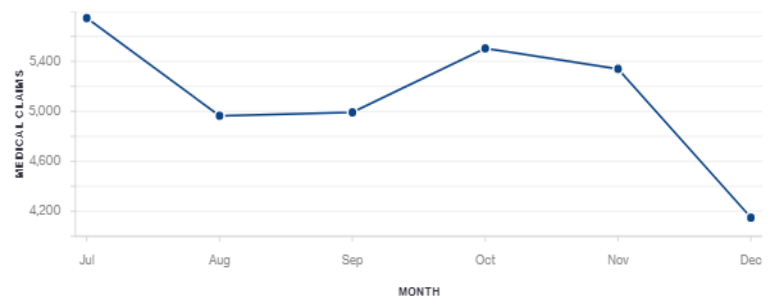
Sum Allowed Amount (Med) for Telehealth Claims (Prior vs. Current)



Telehealth Prevalence Trends

Measure	Prior	Current	Trend
Count Distinct Members with Medical Claims	464	9,255	1,894.6% ↑
Per 1k Medical Claims	37.8	1,575	4,069.7% ↑
Avg by Member Medical Claims	1.39	3.25	133.6% ↑

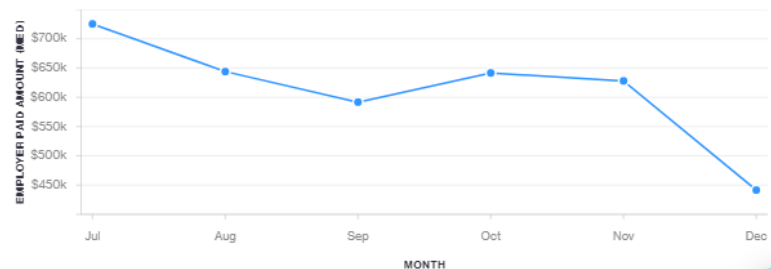
Count Distinct Telemedicine Claims - Trend



Telehealth Spend Trends

Measure	Prior	Current	Trend
PEPY Allowed Amount (Med)	\$4.10	\$465	11,240.7% ↑
PEPM Allowed Amount (Med)	\$0.34	\$38.78	11,240.7% ↑
Avg by Med Claim Allowed Amount (Med)	\$4015	\$108	169.5% ↓
PEPY Employer Paid Amount (Med)	\$3.99	\$525	13,068.2% ↑
PEPM Employer Paid Amount (Med)	\$0.33	\$43.73	13,068.2% ↑
Avg by Med Claim Employer Paid Amount (Med)	\$38.99	\$122	212.9% ↑

Sum Fund Paid Amount (Med) - Trend



Top Providers for Telemedicine Claims

Provider Name	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Avg by Member Medical Claims
TELADOC PHYSICIANS, P.A.	\$35,485	797	1.36
Ctr For Fmly Guidnopo	\$20,725	279	5.17
AMERICAN DAY CD CENTER...	\$55,022	232	16.6
WEISMAN CHILDREN'S REH...	\$74,832	195	13.9
MRS. CHERYL DIANE GARO...	\$8,613	151	18.9
Inspira Health Network Medico...	\$20,763	139	1.20
THE CENTER FOR EMOTION...	\$18,702	132	8.25
Meridian Cnslng Svcs	\$9,370	131	9.36
MRS. JENNIFER L.K. BOILER	\$9,708	121	9.31
LAURA MCCARTHY SLP	\$16,543	116	23.2

Top 10 Diagnoses for Telehealth Claims (by Count)

ICD-10 Diagnosis Category (CMS) (Primary Diagnosis)	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Count Distinct Members with Medical Claims
Anxiety, dissociative, stress-re...	\$1,183,430	10,782	1,686
Mood [affective] disorders	\$565,622	3,996	670
Pervasive and specific develo...	\$230,468	1,209	134
Persons with potential health ...	\$104,110	1,045	910
Behavioral and emotional diso...	\$115,554	925	350
Acute upper respiratory infect...	\$52,801	644	579
Episodic and paroxysmal diso...	\$66,420	552	440
General symptoms and signs	\$67,356	486	371
Dorsopathies	\$34,900	404	229
Symptoms and signs involving...	\$49,067	381	263

PCP Visits - Top 10 Telehealth Claims Diagnoses (by Count)

ICD-10 Diagnosis Category (CMS) (Primary Diagnosis)	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Count Distinct Members with Medical Claims
Persons with potential health ...	\$256,858	2,948	2,388
Persons encountering health ...	\$182,941	1,968	1,616
Hypertensive diseases	\$209,541	1,804	1,386
Anxiety, dissociative, stress-re...	\$142,041	1,498	942
Symptoms and signs involving...	\$166,748	1,310	1,045
Acute upper respiratory infect...	\$125,909	1,257	1,125
General symptoms and signs	\$139,819	1,228	949
Episodic and paroxysmal diso...	\$88,802	750	618
Diabetes mellitus	\$85,964	673	499
Mood [affective] disorders	\$46,178	568	324

Specialist Visits - Top 10 Diagnoses for Telehealth Claims (by Count)

ICD-10 Diagnosis Category (CMS) (Primary Diagnosis)	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Count Distinct Members with Medical Claims
Episodic and paroxysmal diso...	\$84,720	678	511
Diabetes mellitus	\$47,538	426	263
Mood [affective] disorders	\$32,519	380	150
Anxiety, dissociative, stress-re...	\$25,128	323	150
Symptoms and signs involving...	\$33,698	296	238
Persons encountering health ...	\$19,935	286	270
General symptoms and signs	\$26,105	220	181
Acute upper respiratory infect...	\$10,647	188	166
Persons with potential health ...	\$6,481	79	73
Hypertensive diseases	\$6,621	62	51

Urgent Care Visits - Top 10 Diagnoses for Telehealth Claims (by Member Count)

ICD-10 Diagnosis Category (CMS) (Primary Diagnosis)	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Count Distinct Members with Medical Claims
Persons with potential health ...	\$535,946	3,368	2,771
Persons encountering health ...	\$166,962	1,285	1,048
Acute upper respiratory infect...	\$126,341	715	663
Symptoms and signs involving...	\$53,990	300	286
General symptoms and signs	\$47,256	266	249
Anxiety, dissociative, stress-re...	\$2,082	14	12
Hypertensive diseases	\$1,956	10	10
Episodic and paroxysmal diso...	\$1,518	9	9
Diabetes mellitus	\$150	1	1
Mood [affective] disorders	\$155	1	1

Emergency Room Visits - Top 10 Diagnoses for Telehealth Claims (by Member Count)

ICD-10 Diagnosis Category (CMS) (Primary Diagnosis)	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Count Distinct Members with Medical Claims
Symptoms and signs involving...	\$389,505	199	186
General symptoms and signs	\$177,358	106	93
Persons with potential health ...	\$112,355	62	37
Acute upper respiratory infect...	\$62,646	45	41
Anxiety, dissociative, stress-re...	\$52,696	33	30
Mood [affective] disorders	\$47,765	32	26
Episodic and paroxysmal diso...	\$28,287	22	19
Hypertensive diseases	\$17,640	12	12
Persons encountering health ...	\$11,263	9	9
Diabetes mellitus	\$3,929	2	2

Behavioral Health Telehealth Claims

Aetna and AHA Medical Claims Incurred and Paid 7/1/2020 - 12/31/2020 (Current) vs 7/1/2019 - 12/31/2019 (Prior)

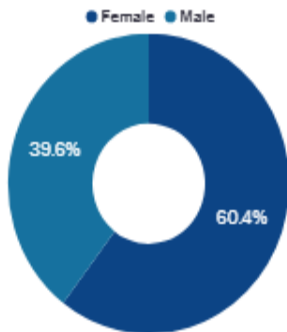
Members with Behavioral Health Telehealth Claims

10,571

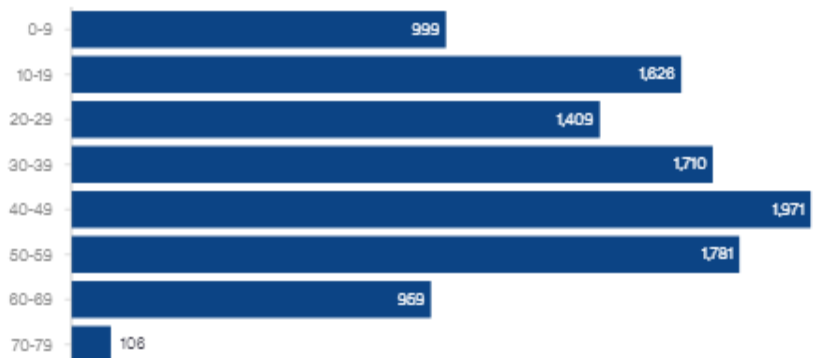
% of All Telehealth Claims that are for Behavioral Health

29%

Members with Behavioral Health Telehealth Claims - Gender



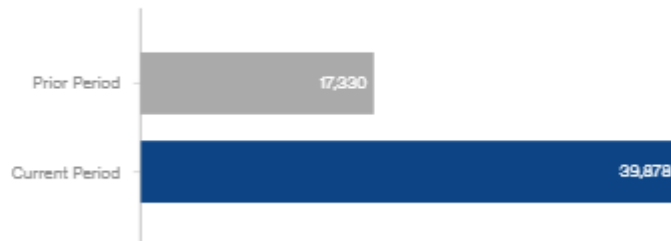
Members with Behavioral Health Telehealth Claims - Age Bins



YoY Trend - Behavioral Health Telehealth Claims

130.1% ↑

Behavioral Health Telehealth Claims (Prior vs. Current)



YoY Trend - Behavioral Health Telehealth Claims Allowed Amount (Med)

54.3% ↑

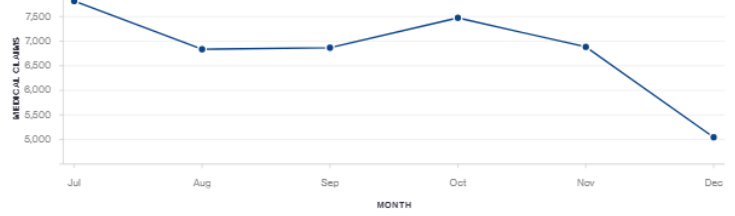
Sum Allowed Amount (Med) for Behavioral Health Telehealth Claims (Prior vs. Current)



Behavioral Health Telehealth Claims Prevalence Trends

Measure	Prior	Current	Trend
Count Distinct Members with Medical Claims	3,893	10,571	171.5% ⬇️
Per 1k Medical Claims	1,013	2,087	105.9% ⬇️
Avg by Member Medical Claims	4.45	3.77	-15.3% ⬆️

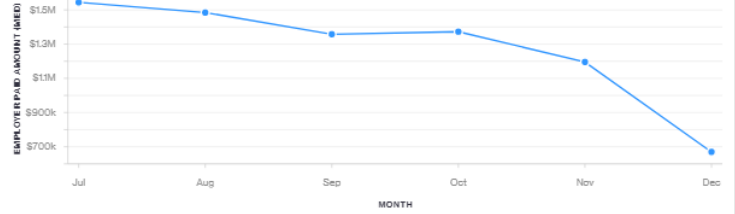
Count Distinct Behavioral Health Telehealth Claims - Trend



Behavioral Health Telehealth Claims Spend Trends

Measure	Prior	Current	Trend
PEPY Allowed Amount (Med)	\$683	\$952	39.3% ⬇️
PEPM Allowed Amount (Med)	\$56.95	\$79.34	39.3% ⬇️
Avg by Med Claim Allowed Amount (Med)	\$249	\$167	-33.0% ⬆️
PEPY Employer Paid Amount (Med)	\$629	\$1,090	73.3% ⬇️
PEPM Employer Paid Amount (Med)	\$52.40	\$90.81	73.3% ⬇️
Avg by Med Claim Employer Paid Amount (Med)	\$229	\$191	-16.6% ⬆️

Behavioral Health Telehealth Claims Sum Fund Paid Amount (Med) - Trend



Top Diagnoses for Behavioral Health Telehealth Claims (by Count)

ICD-10 Diagnosis Category (CMS) (Primary Diagnosis)	Sum Employer Paid Amount (Med)	Count Distinct Medical Claims	Count Distinct Members with Medical Claims	Avg by Member Medical Claims
Anxiety, dissociative, stress-related, somatoform an...	\$1,793,388	14,332	2,594	5.53
Mood [affective] disorders	\$1,442,171	5,678	1,030	5.51
Pervasive and specific developmental disorders	\$1,168,607	2,924	258	11.3
Mental and behavioral disorders due to psychoactiv...	\$1,160,337	1,857	204	9.10
Behavioral and emotional disorders with onset usual...	\$253,517	1,763	750	2.35
Persons with potential health hazards related to oo...	\$104,110	1,045	910	1.15
Acute upper respiratory infections	\$52,801	644	579	1.11
Episodic and paroxysmal disorders	\$66,420	552	440	1.25
Behavioral syndromes associated with physiological...	\$234,123	548	123	4.46
General symptoms and signs	\$67,356	486	371	1.31