

Telehealth Evolution in Texas, Louisiana, the South and the Nation

Robin Gelburd, President

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The FAIR Health Private Claims Repository

34+
Billion

**Medical and Dental
Claims from 2002 to
the Present**
Updated on a monthly basis

2+
Billion

**New Claims
Every Year**

493

**Regions in the
United States**

**Nationwide
Coverage**



**60+
Contributors**



**Quality
Testing and
Control**



**Private
Insurance
Claims**



FAIR Health: Certified CMS Qualified Entity (QE)



Complete collection of Medicare Parts A, B and D claims data for all 50 states and Washington, DC

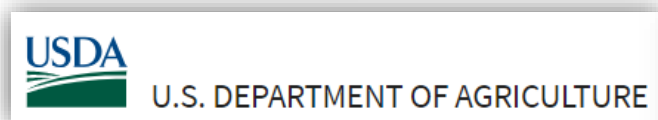
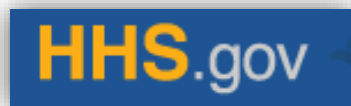
Entrusted with QE data due to national breadth of FH private claims/state-of-the-art security protections

Medicare data from 2013 to present

37+ billion Medicare claims

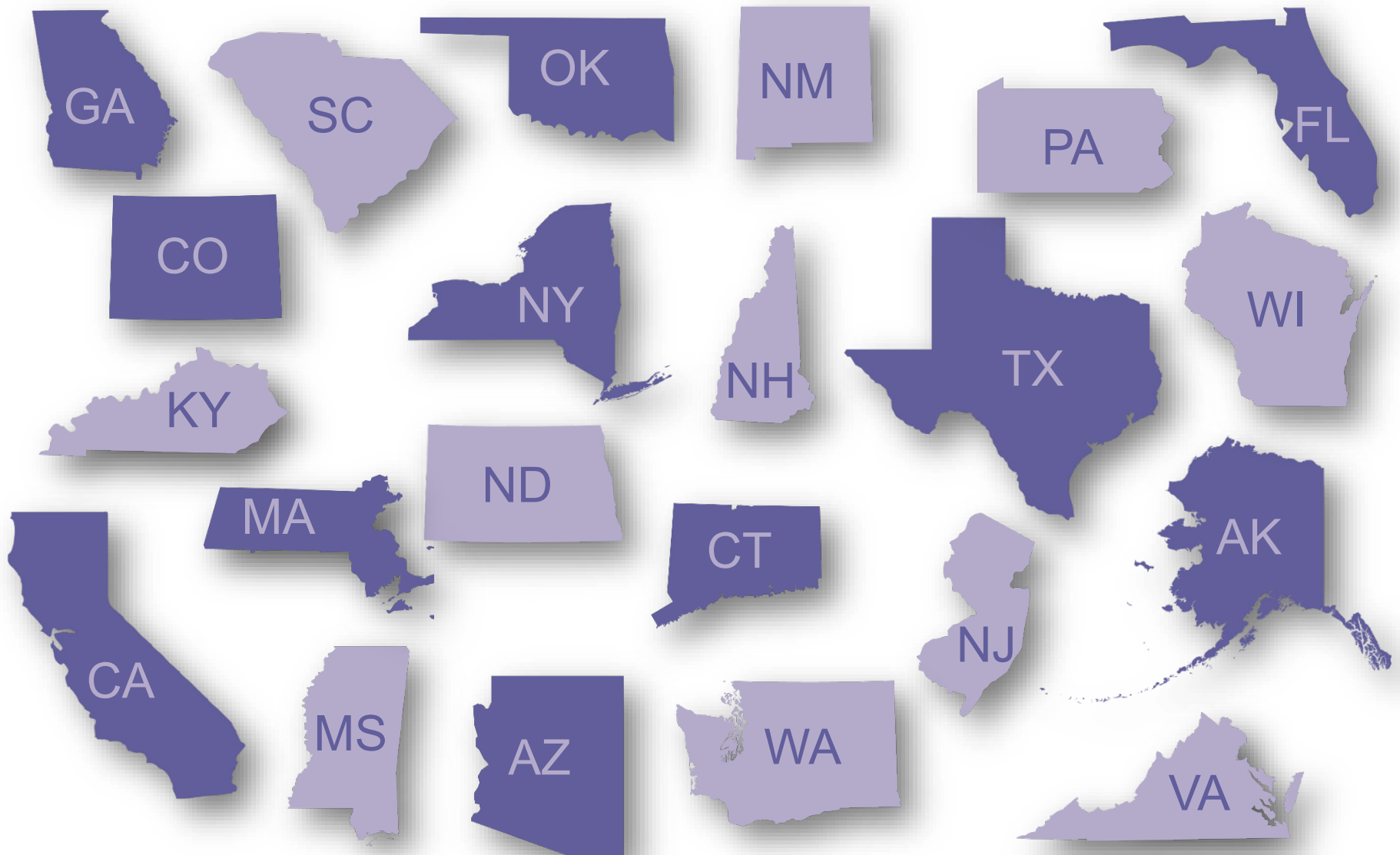


Interaction with Federal Agencies and Officials

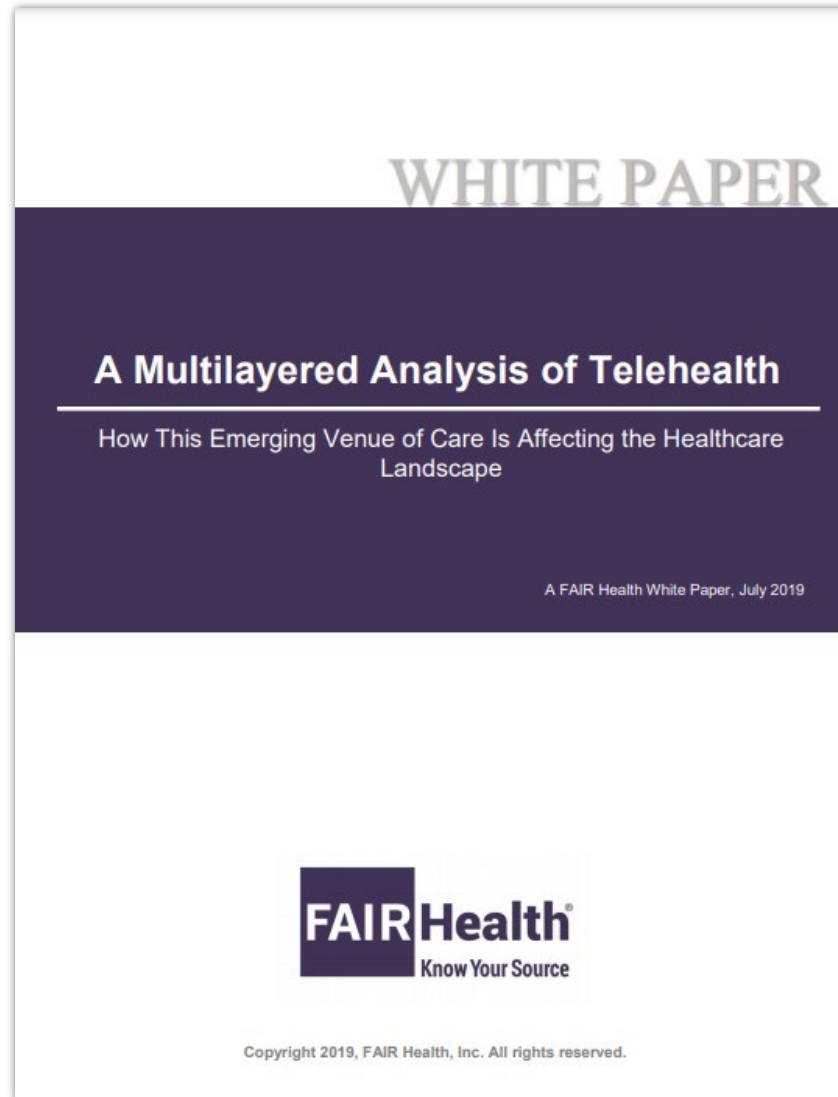


FAIR Health State Policy Connections:

Laws, Regulations, Programs and Policy

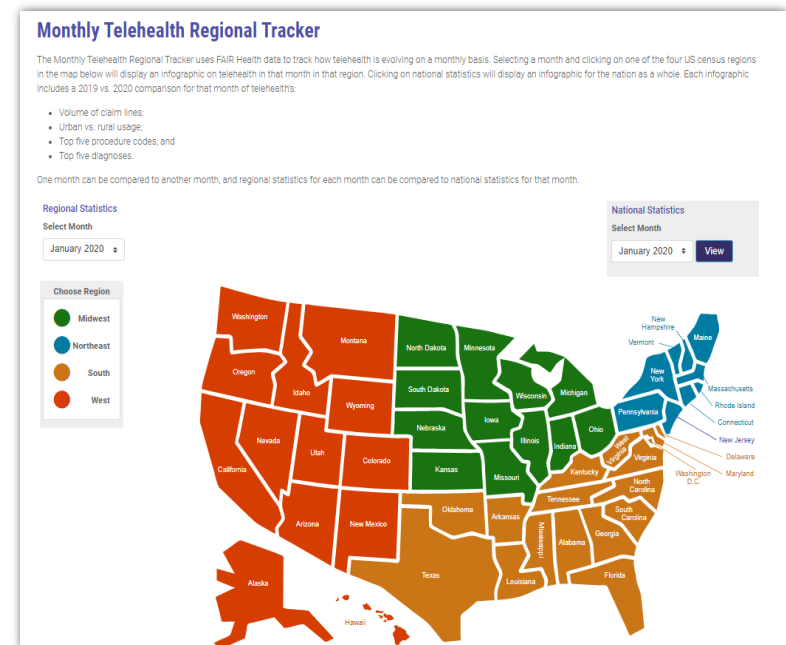


FAIR Health White Paper on Telehealth



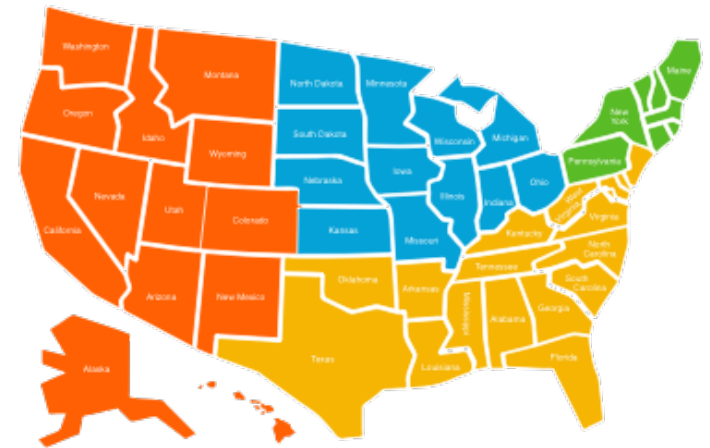
Monthly Telehealth Regional Tracker 2020

- The Monthly Telehealth Regional Tracker uses FAIR Health data to track how telehealth is evolving on a monthly basis
- An interactive map of the four US census regions allows the user to view an infographic on telehealth in a specific month in each region, or in the nation as a whole
- Each infographic includes a 2019 vs. 2020 comparison for that month of telehealth's:
 - Volume of claim lines
 - Urban vs. rural usage
 - Top five procedure codes
 - Top five diagnoses



Monthly Telehealth Regional Tracker 2.0

- A year after launching the Monthly Telehealth Regional Tracker, FAIR Health has enhanced the tool to offer additional insights into telehealth's evolution
- The updated Telehealth Tracker offers a month-to-month comparison of telehealth's continued growth
- Data fields evaluated include telehealth's:
 - Volume of claim lines
 - Top five procedure codes by utilization
 - Top five diagnoses
 - Top five mental health diagnoses



Top Procedure Codes via Telehealth by Month, South, 2020

January

CPT®/HCPCS	DESCRIPTION
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
99201	NEW PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES
99442	PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99212	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES

April

CPT/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
99442	PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION

August

CPT/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
90834	PSYCHOTHERAPY, 45 MINUTES

December

CPT/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
90834	PSYCHOTHERAPY, 45 MINUTES

Top Procedure Codes via Telehealth by Month, National, 2020

January

CPT/HCPCS	DESCRIPTION
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
98960	EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT, EACH 30 MINUTES
99201	NEW PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99442	PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION

April

CPT/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99442	PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION

August

CPT/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

December

CPT/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

Top Procedure Codes via Telehealth by Month, South, 2021

January

CPT/HCPCS	DESCRIPTION
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
90834	PSYCHOTHERAPY, 45 MINUTES

February

CPT/HCPCS	DESCRIPTION
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

March

CPT/HCPCS	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

April

CPT/HCPCS	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99443	PHYSICIAN TELEPHONE PATIENT SERVICE, 21-30 MINUTES OF MEDICAL DISCUSSION

* Code description changed at the end of 2020.

Top Procedure Codes via Telehealth by Month, National, 2021

January

CPT/HCPCS	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

February

CPT/HCPCS	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
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90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

March

CPT/HCPCS	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
90833	PSYCHOTHERAPY PERFORMED WITH EVALUATION AND MANAGEMENT VISIT, 30 MINUTES

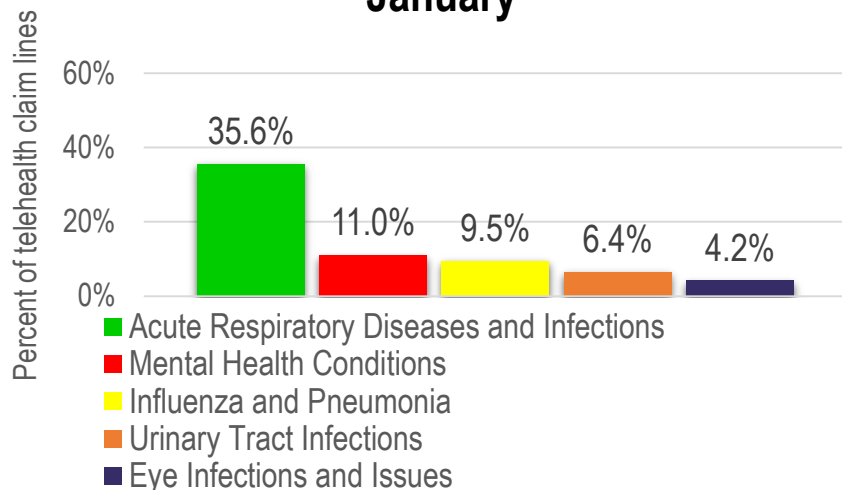
April

CPT/HCPCS	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES
99213*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES
99214*	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
90833	PSYCHOTHERAPY PERFORMED WITH EVALUATION AND MANAGEMENT VISIT, 30 MINUTES

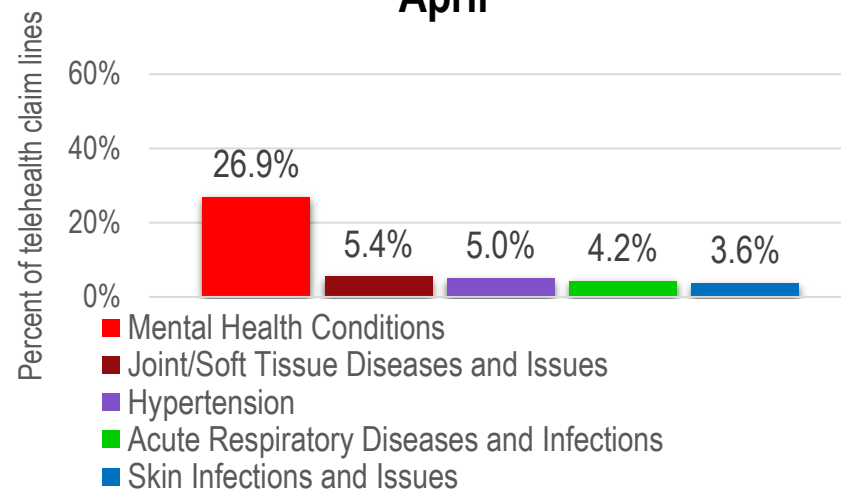
* Code description changed at the end of 2020.

Top Diagnoses via Telehealth by Month, South, 2020

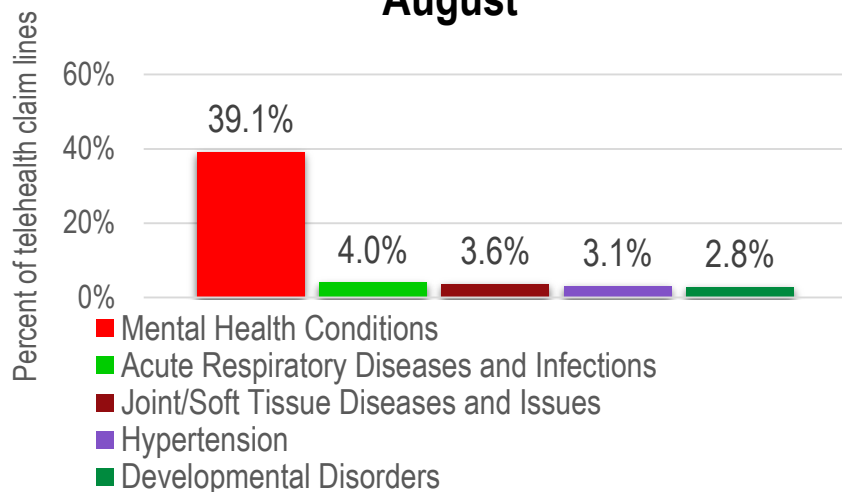
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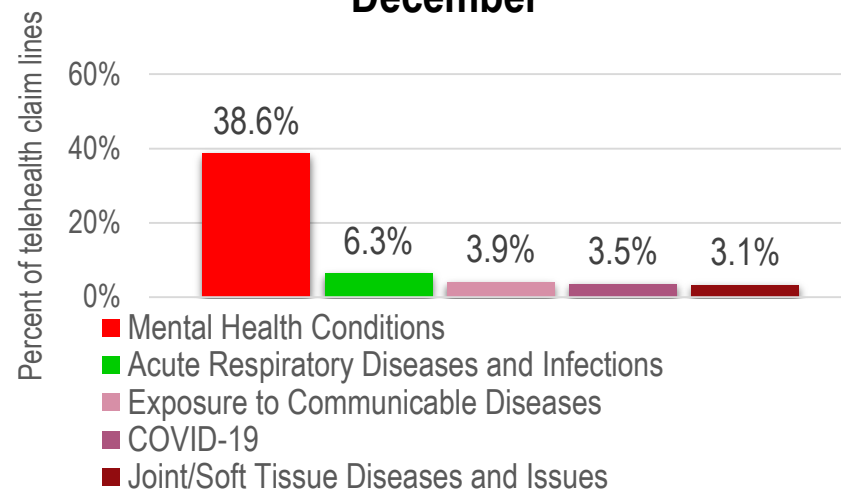
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August

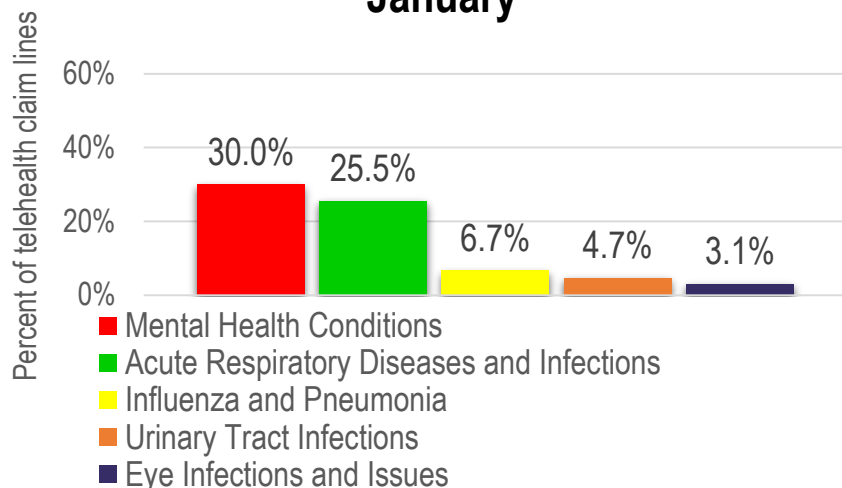


December

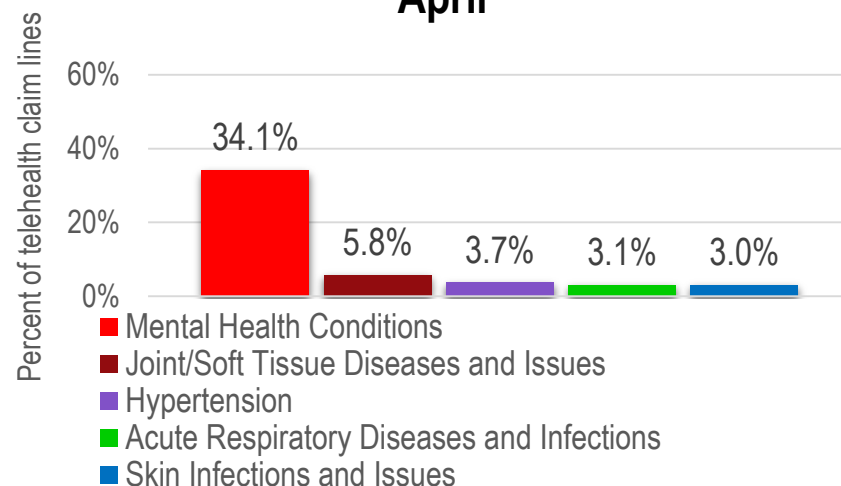


Top Diagnoses via Telehealth by Month, National, 2020

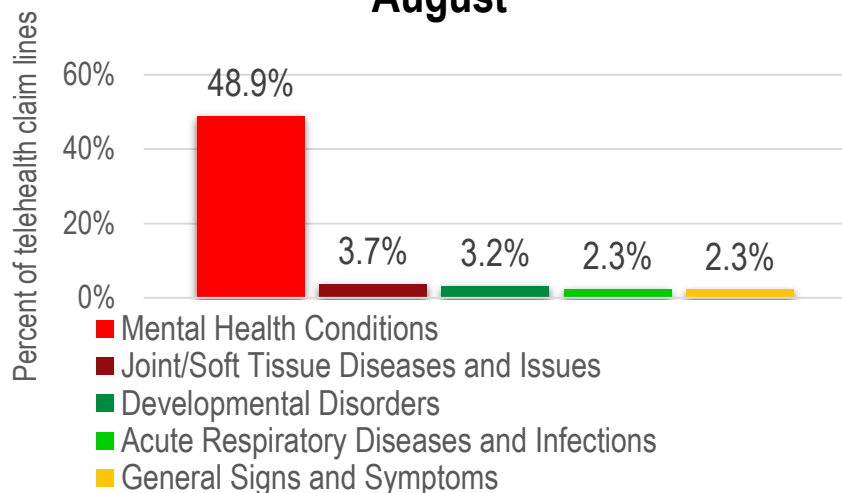
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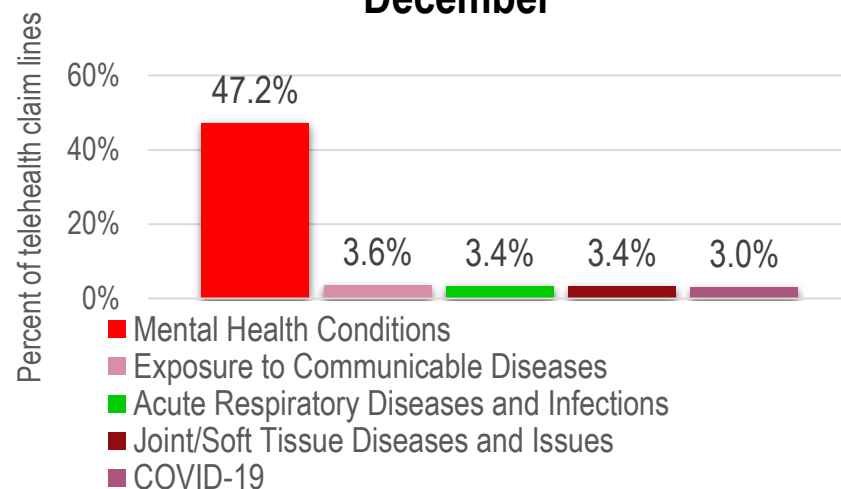
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August

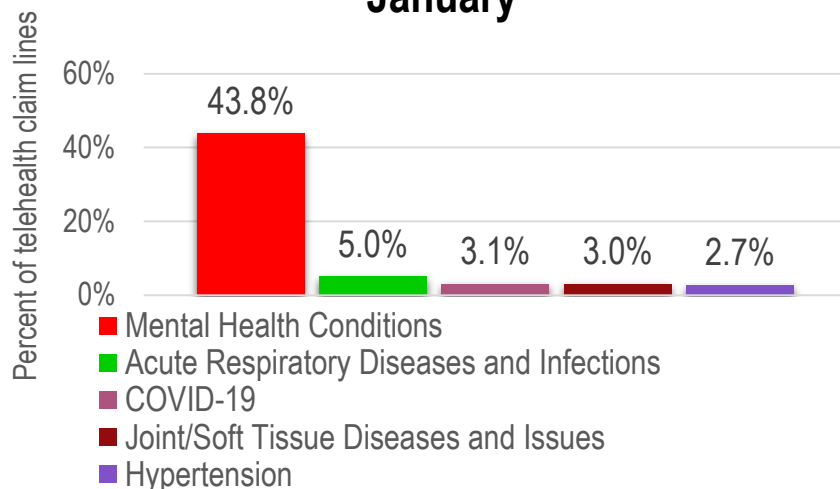


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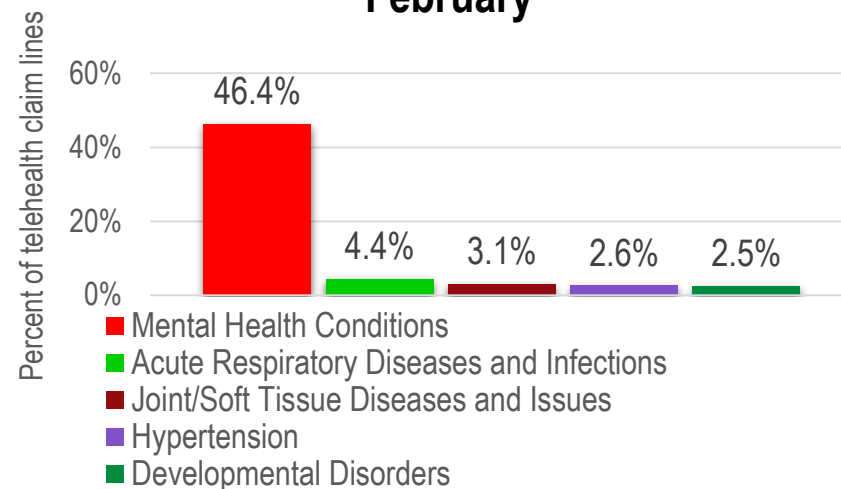


Top Diagnoses via Telehealth by Month, South, 2021

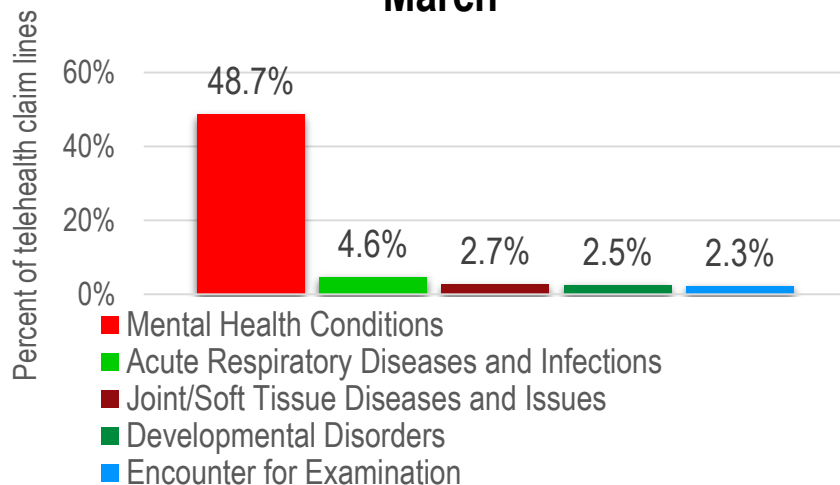
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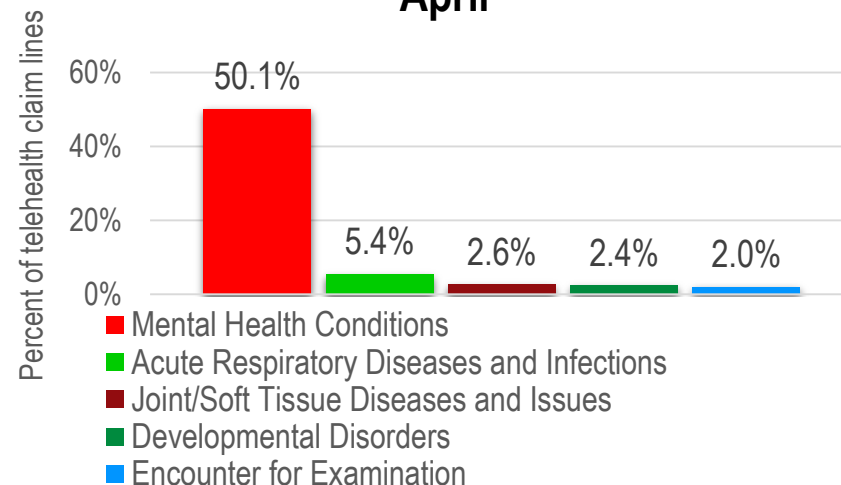
February



March

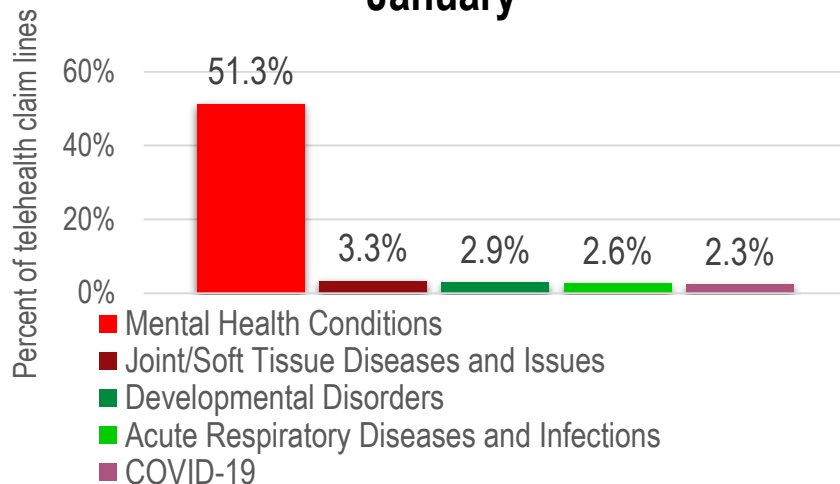


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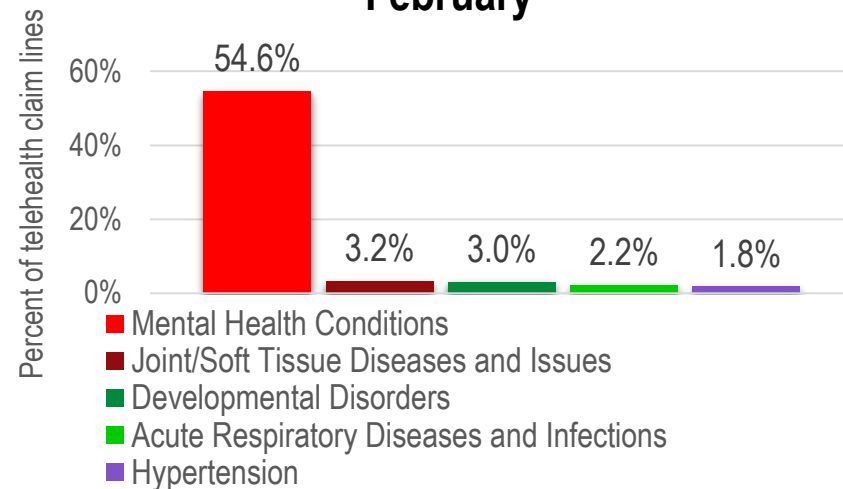


Top Diagnoses via Telehealth by Month, National, 2021

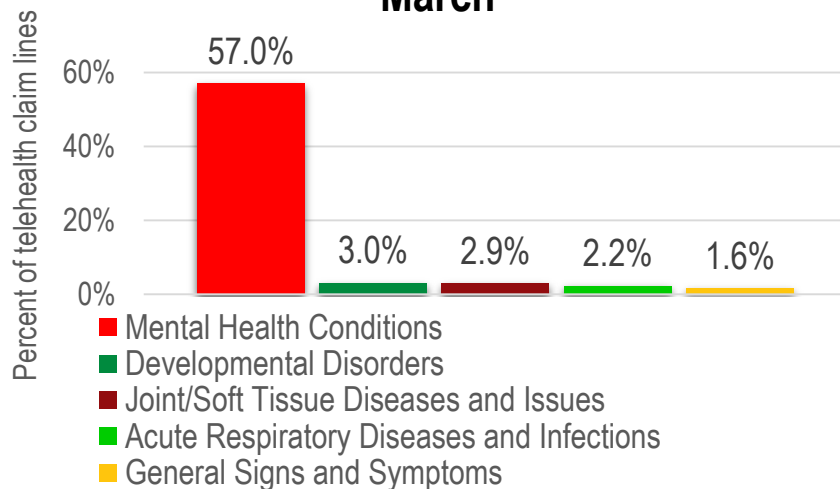
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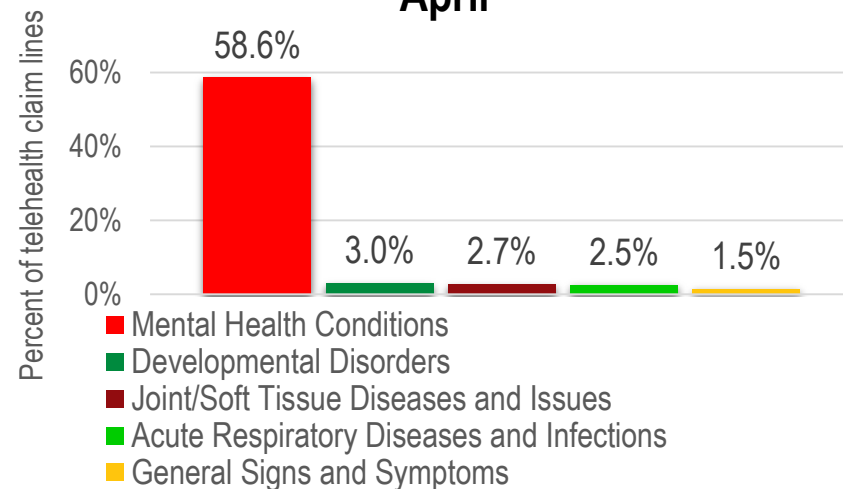
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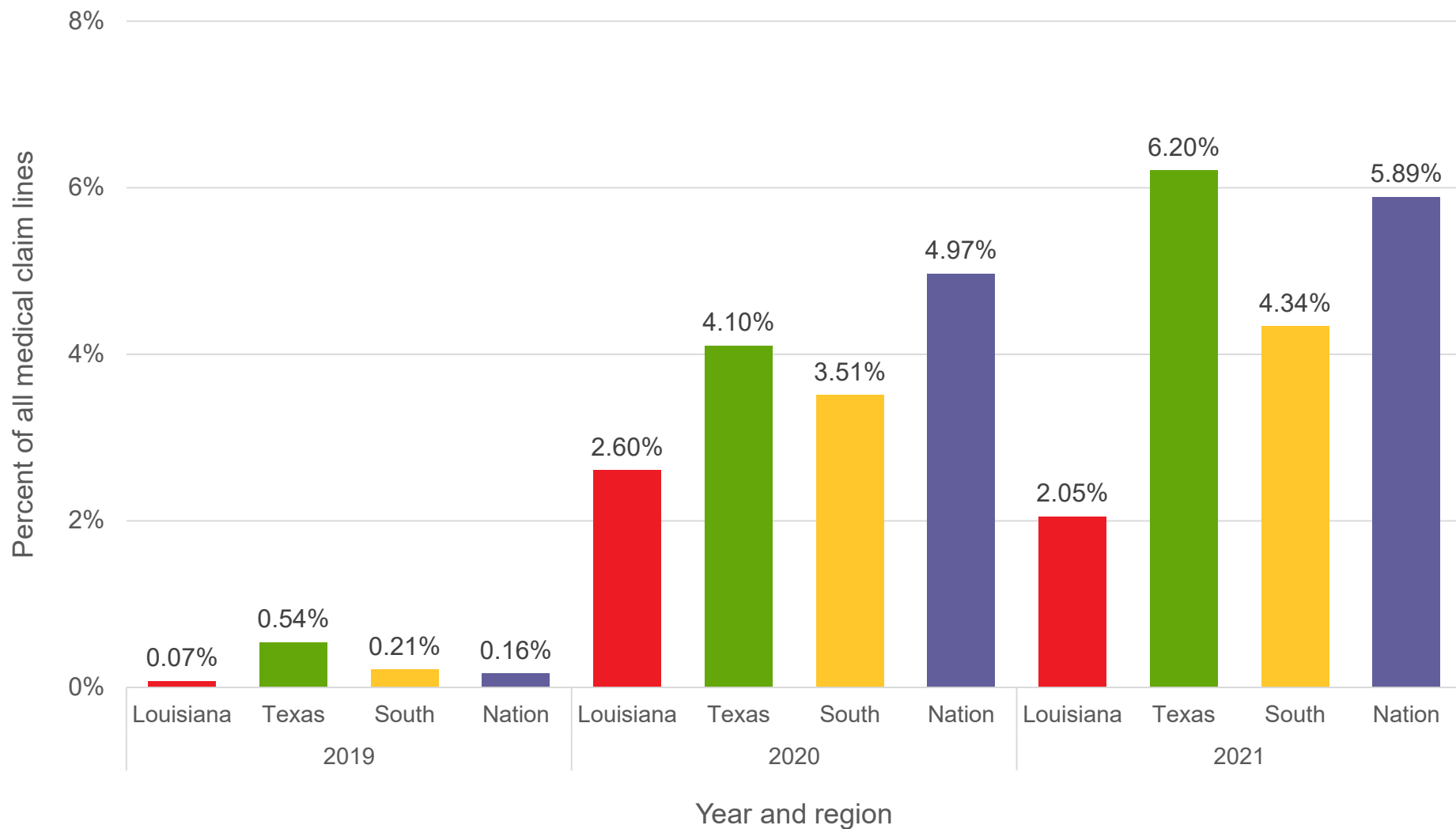
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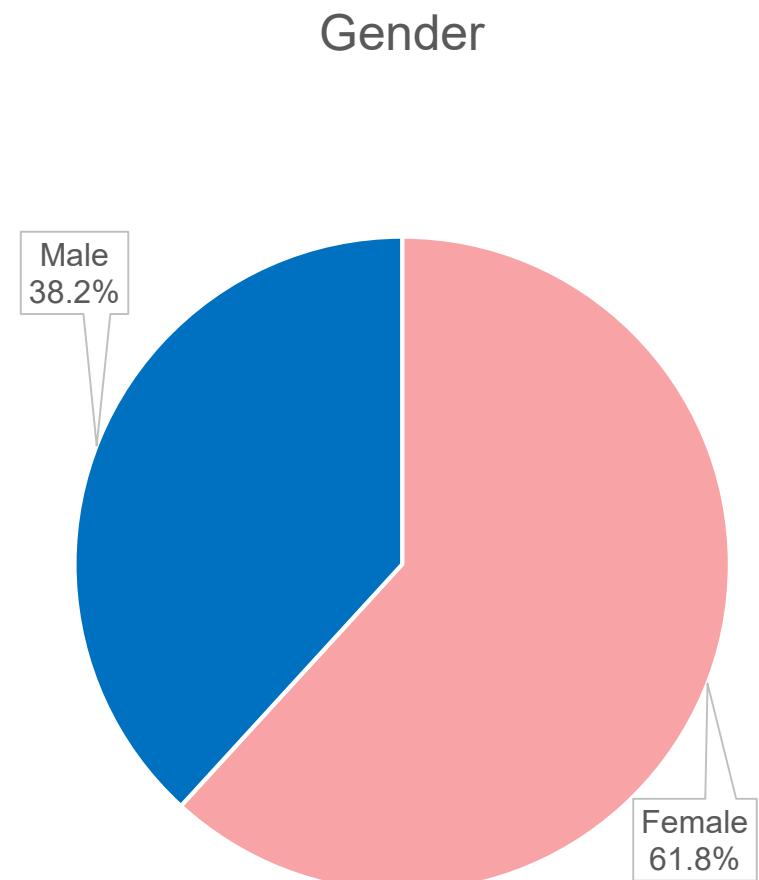
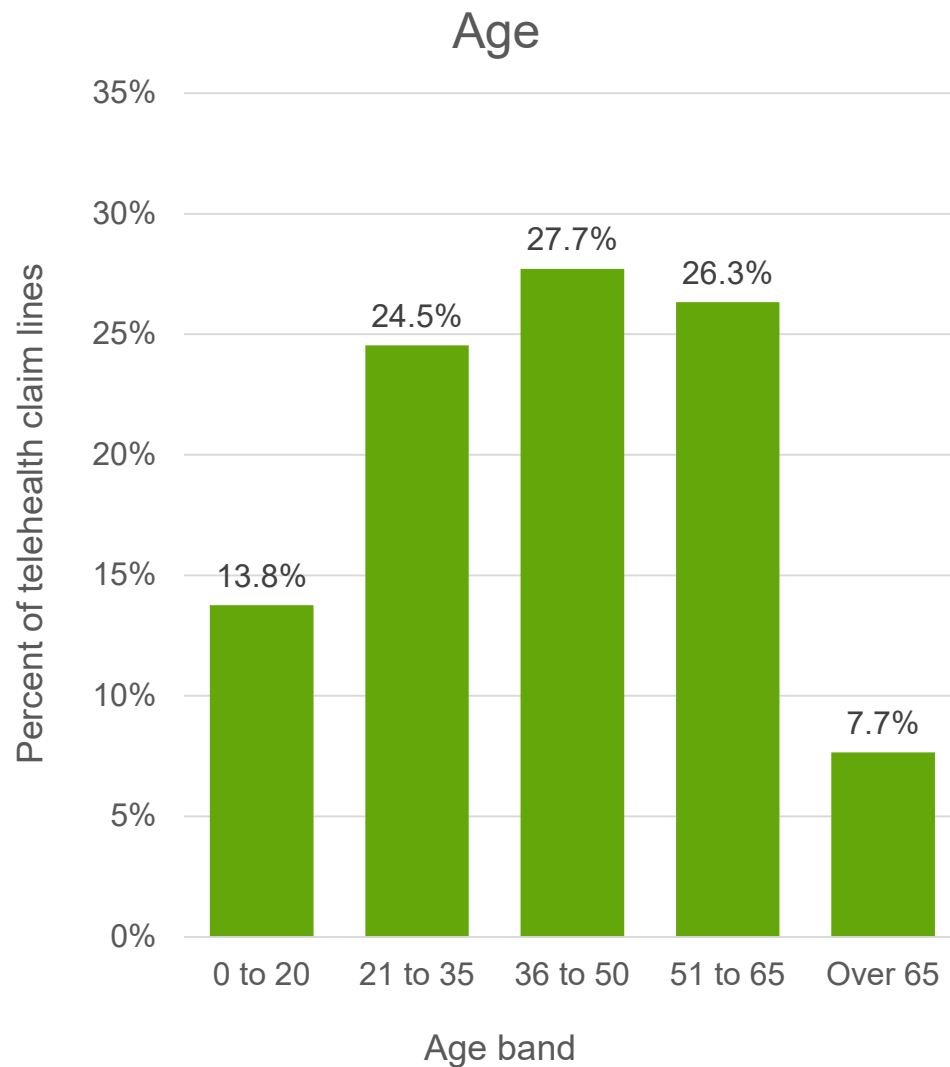
April



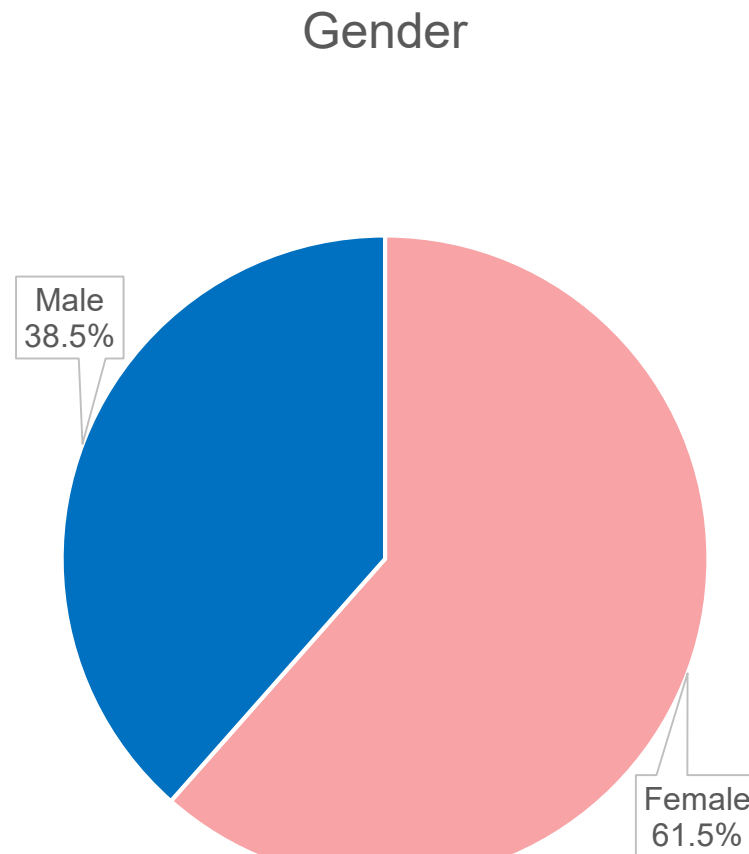
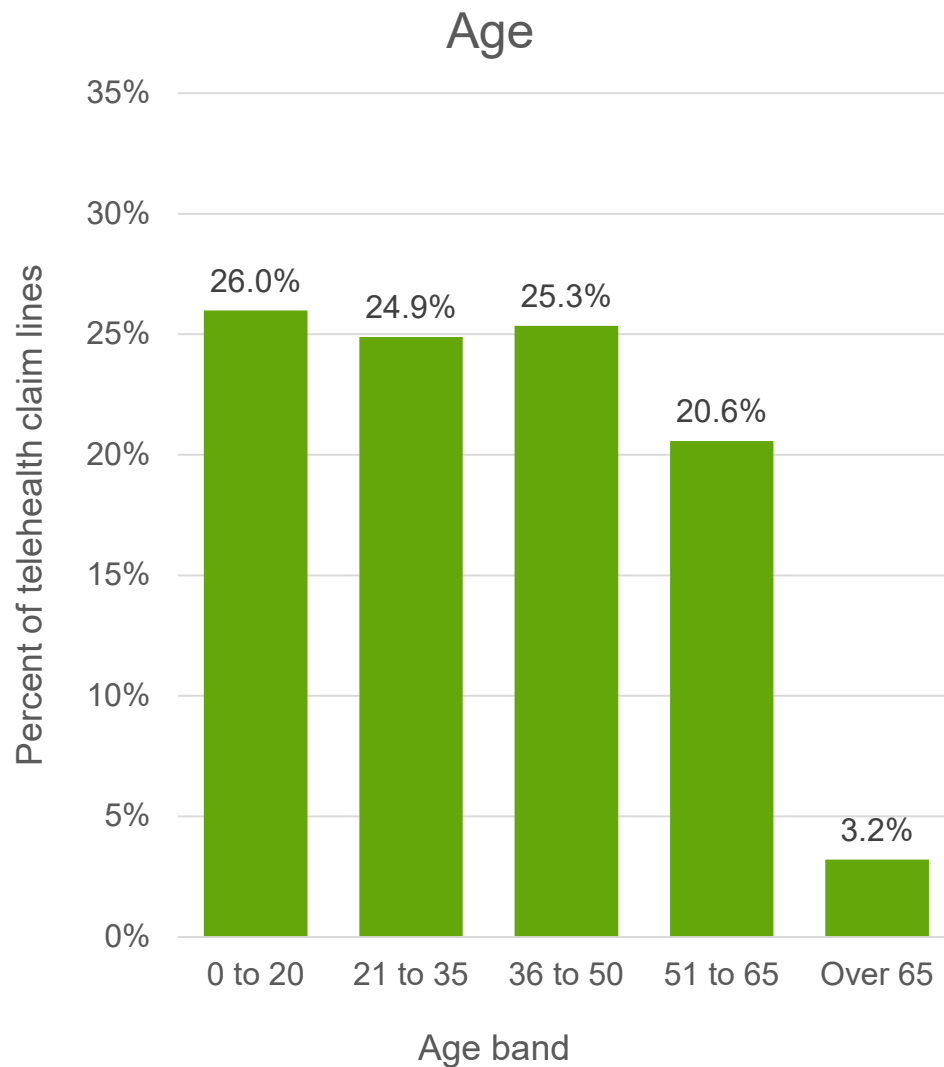
Telehealth Usage: Louisiana, Texas, South and Nation, 2019 – 2021



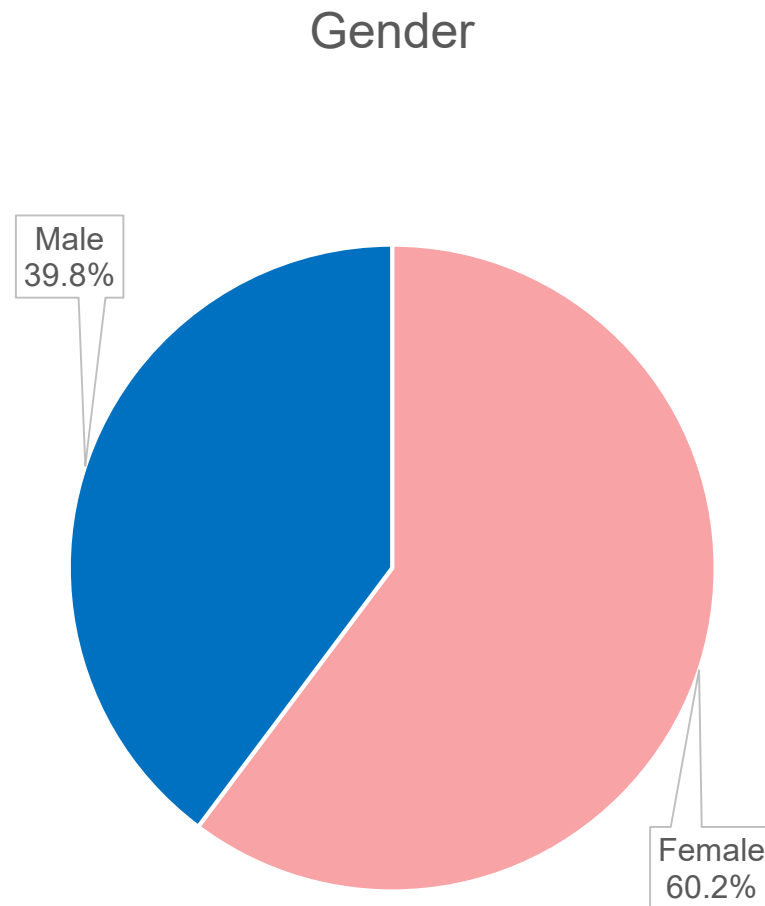
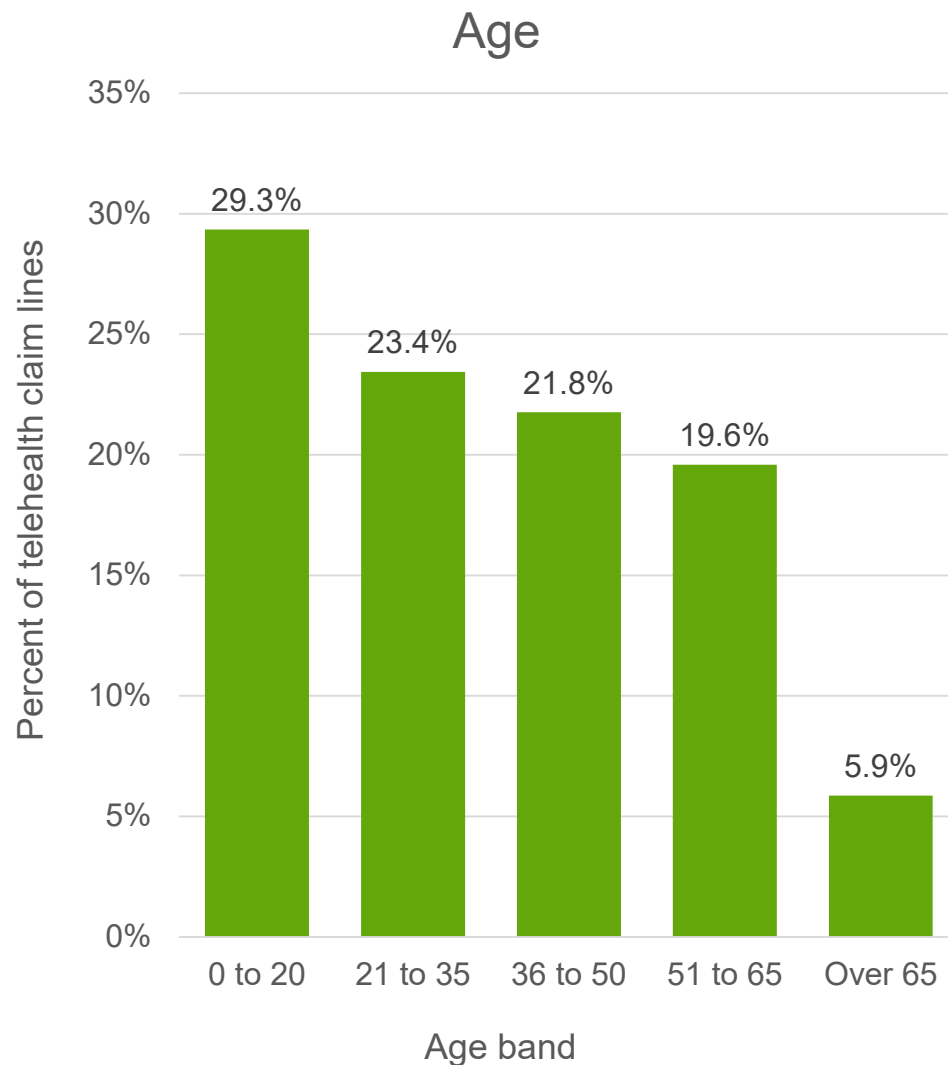
Telehealth Usage by Age and Gender, Louisiana, 2020



Telehealth Usage by Age and Gender, Texas, 2020

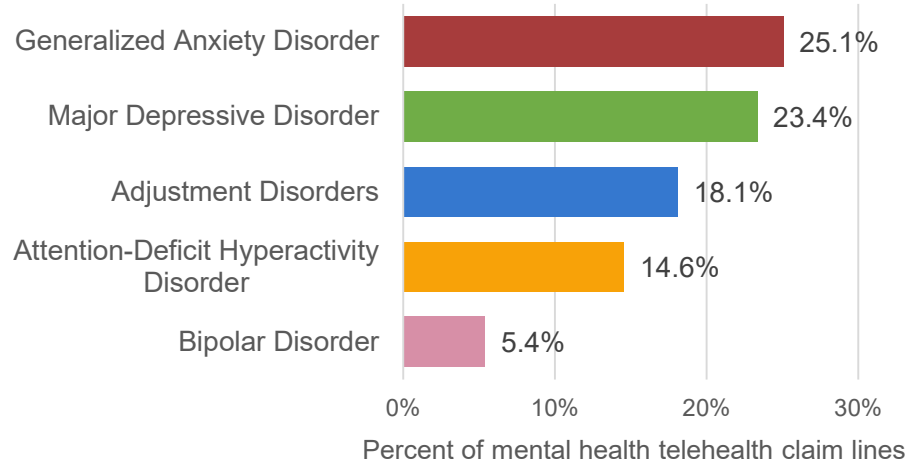


Telehealth Usage by Age and Gender, National, 2020

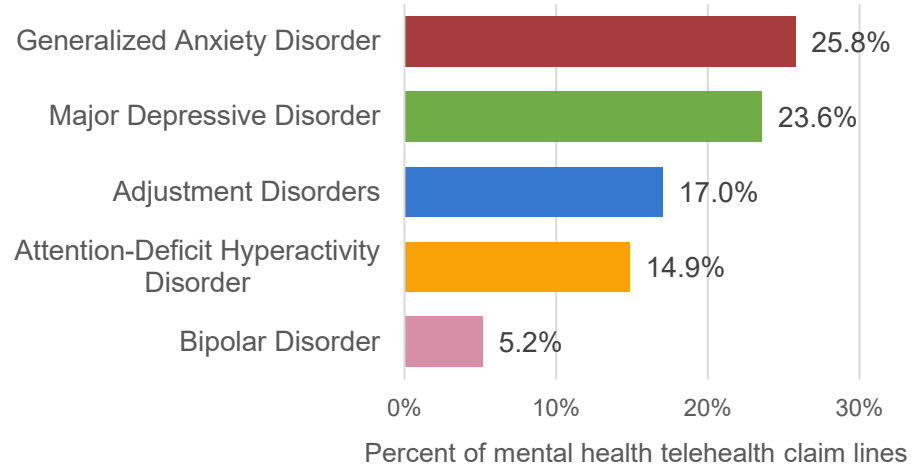


Top Mental Health Diagnoses via Telehealth by Month, Louisiana, 2021

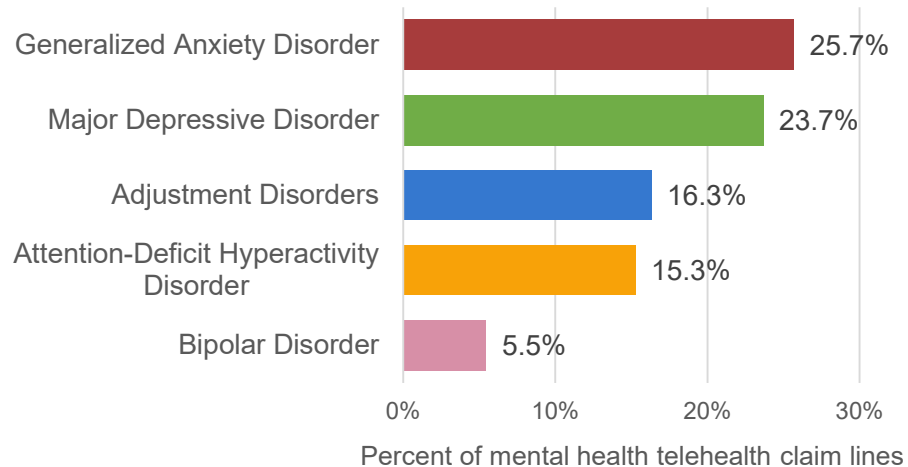
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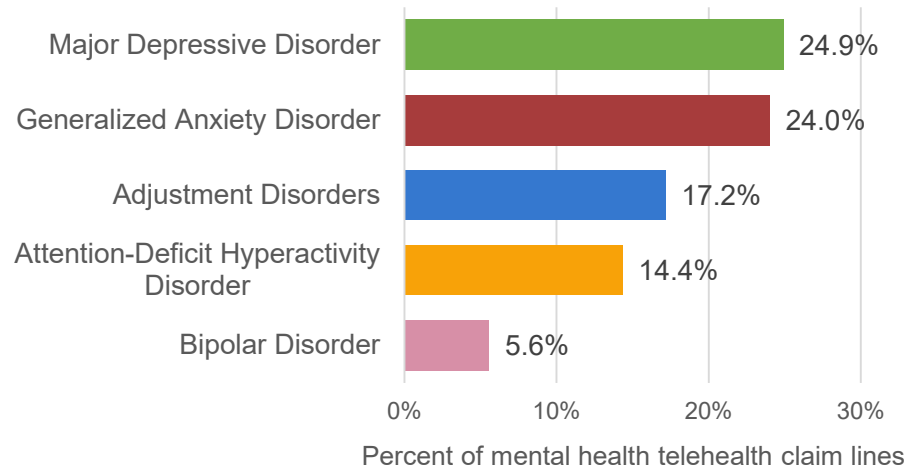
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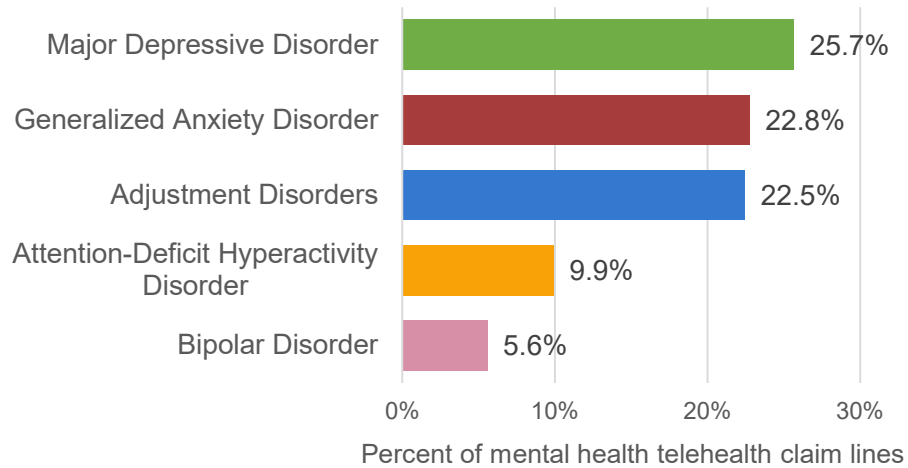


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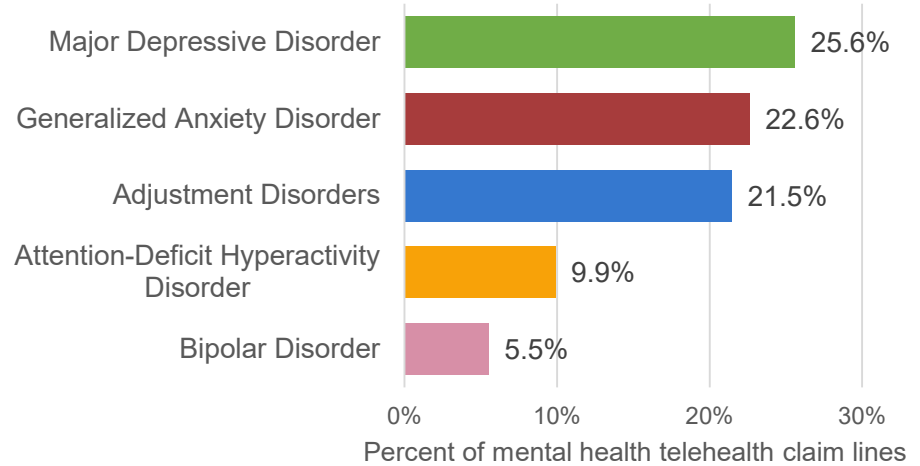


Top Mental Health Diagnoses via Telehealth by Month, Texas, 2021

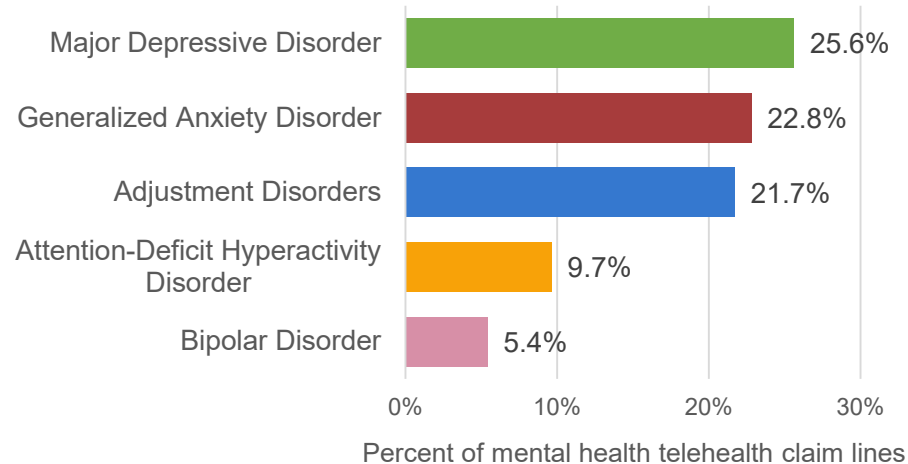
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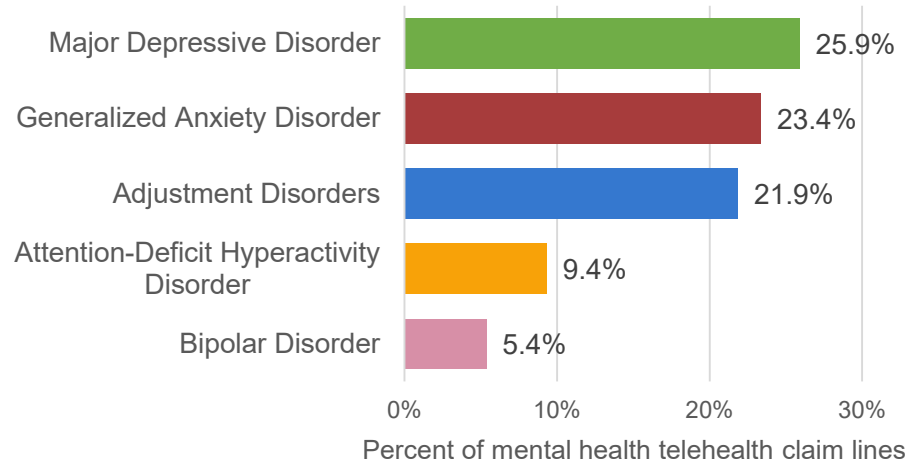
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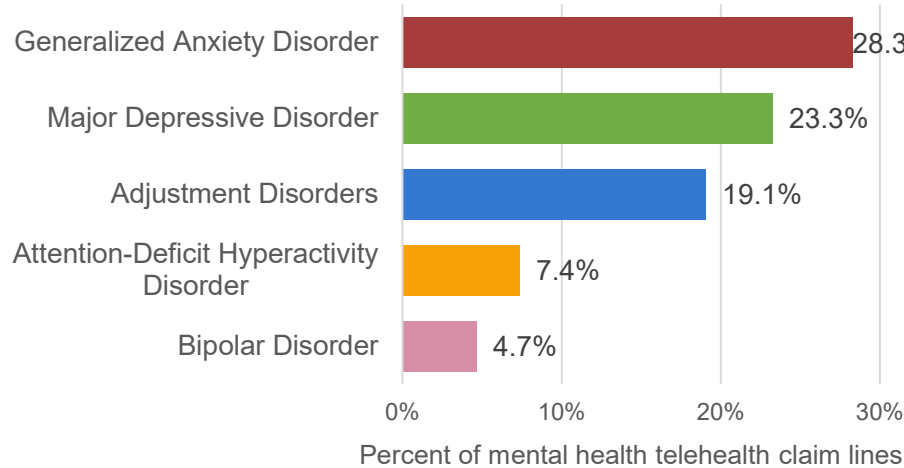


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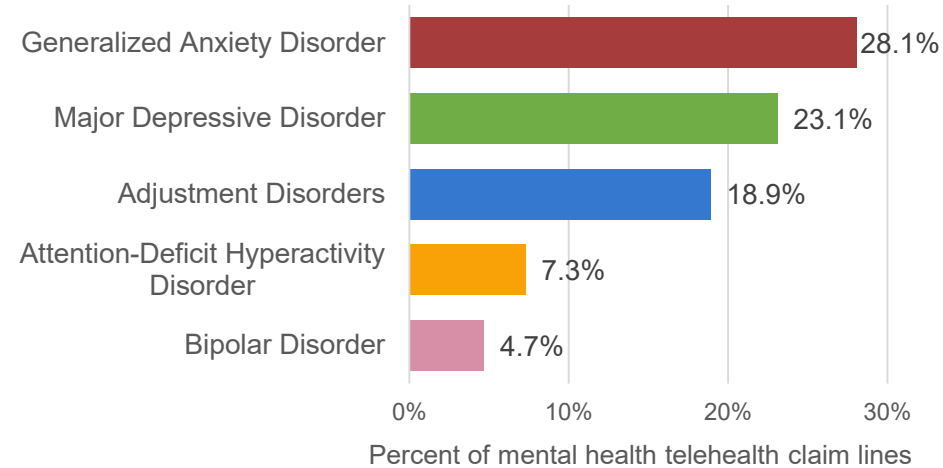


Top Mental Health Diagnoses via Telehealth by Month, National, 2021

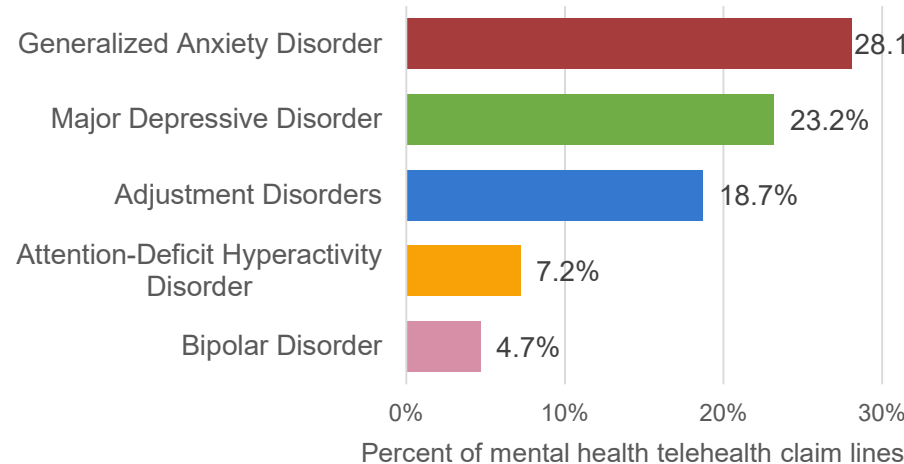
January



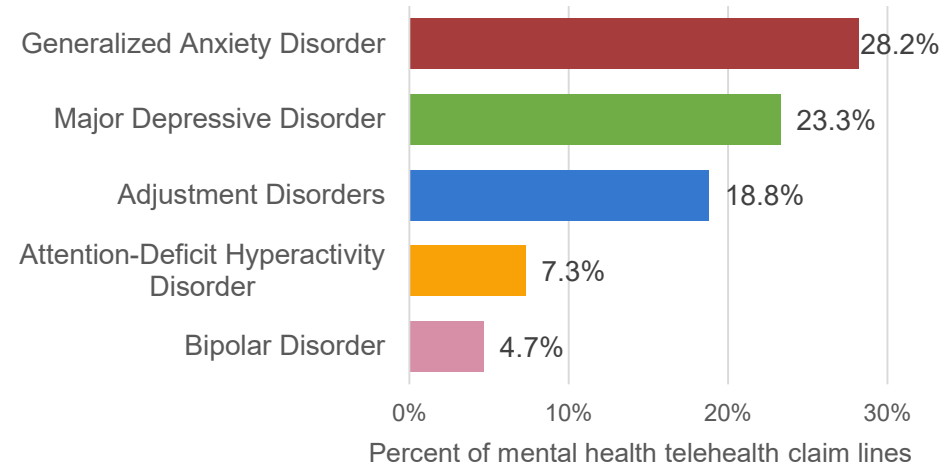
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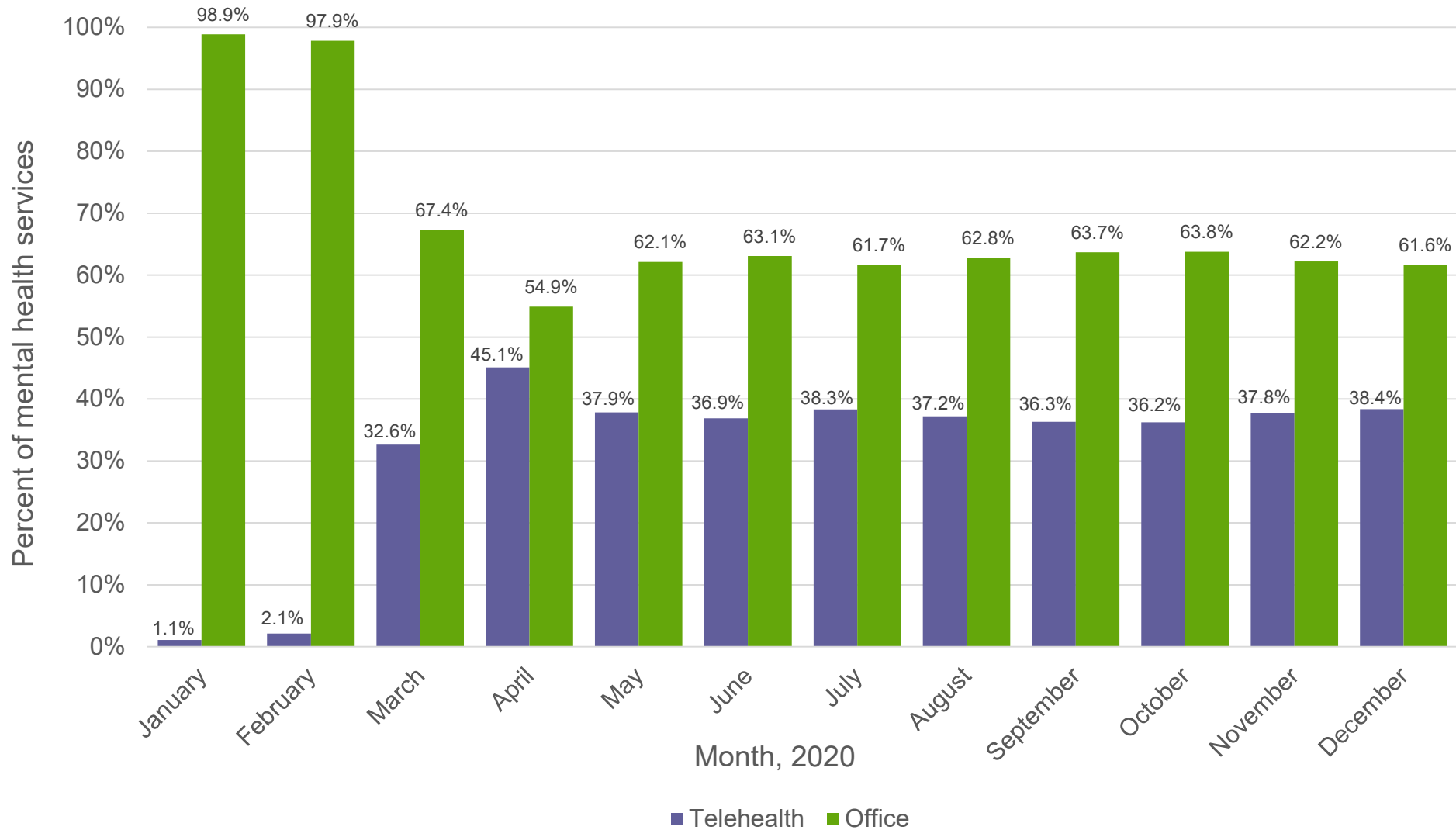
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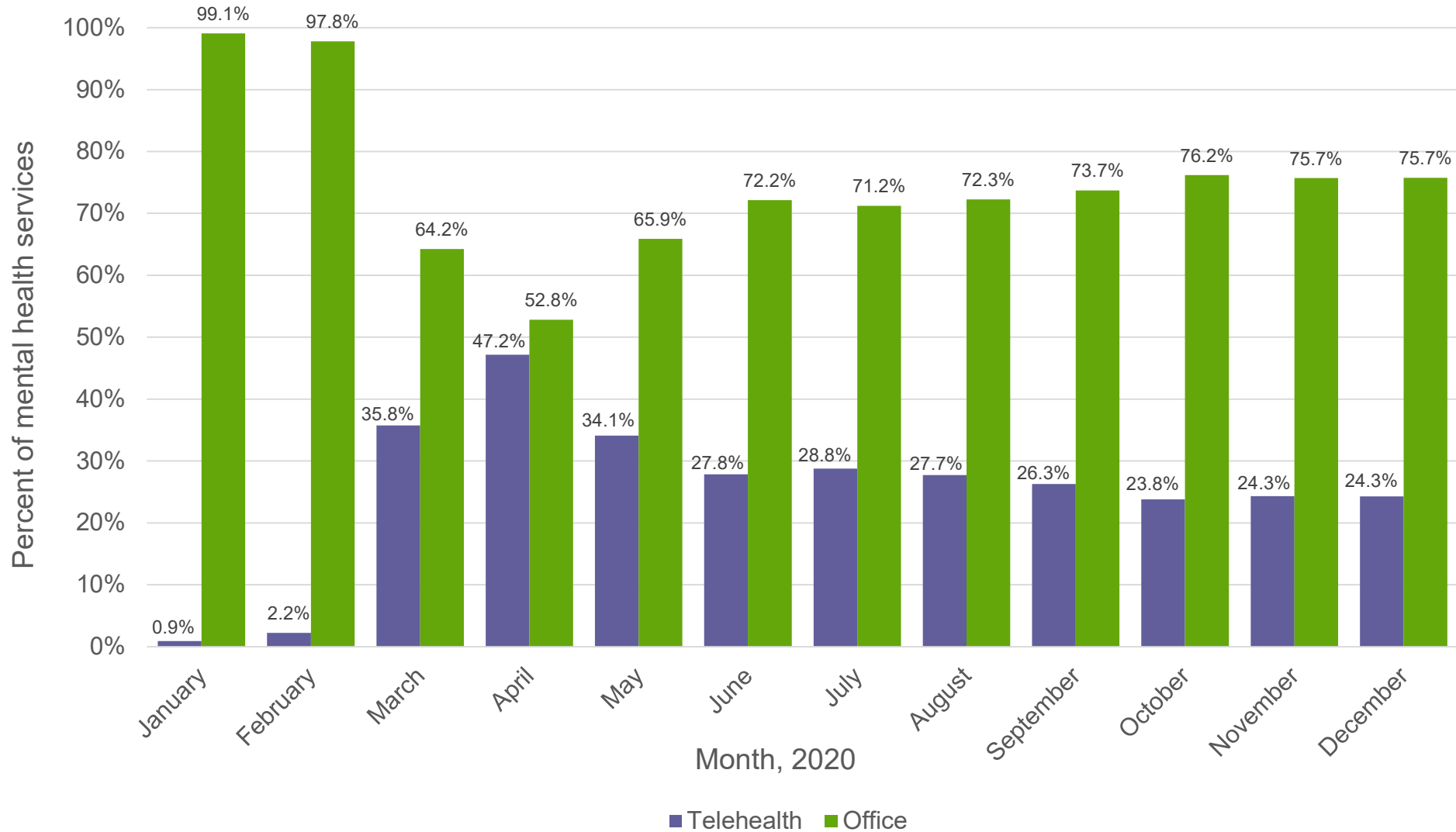
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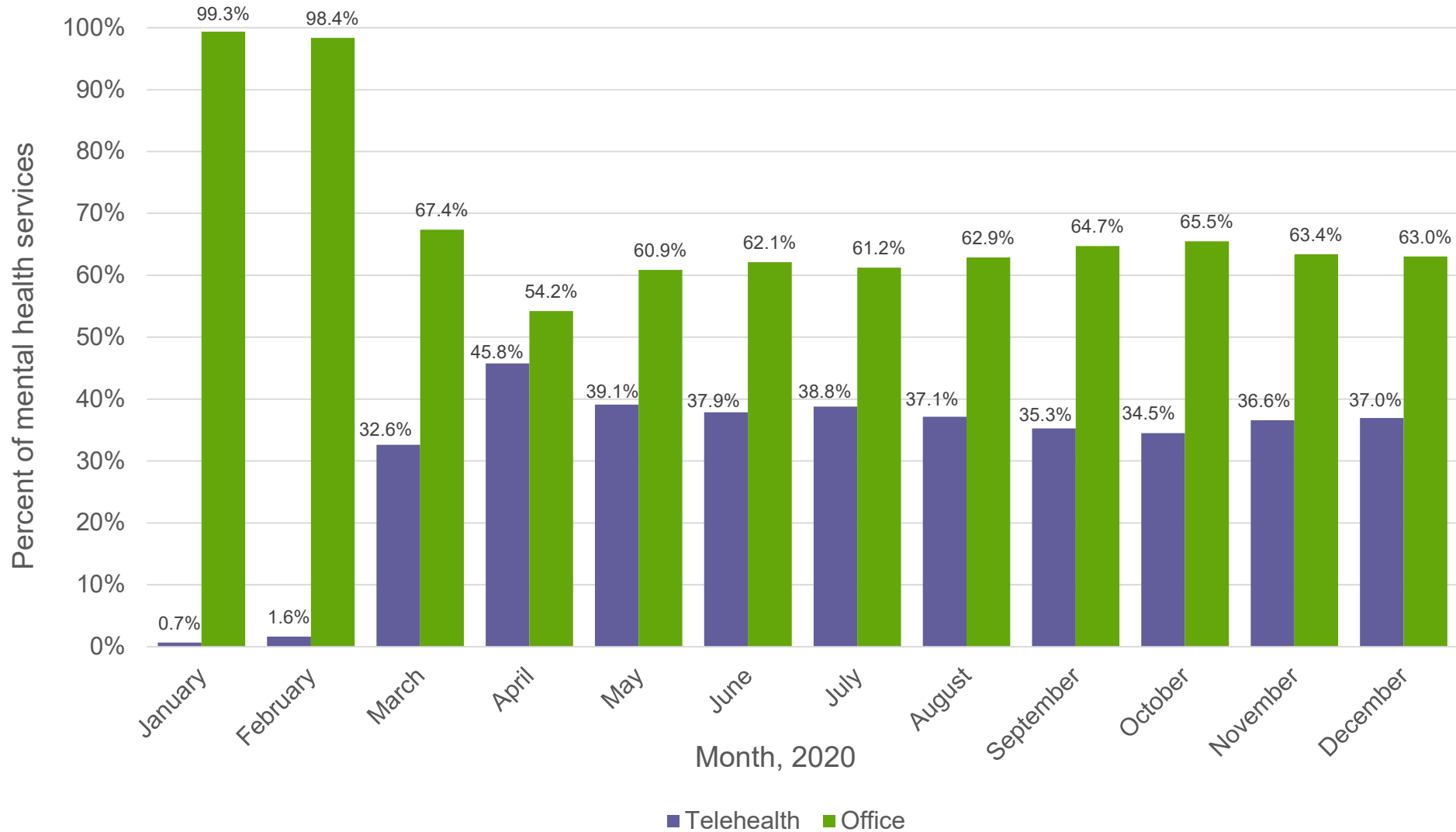
Mental Health Services, Louisiana – Telehealth vs. Office, Patients 13 to 18 Years of Age



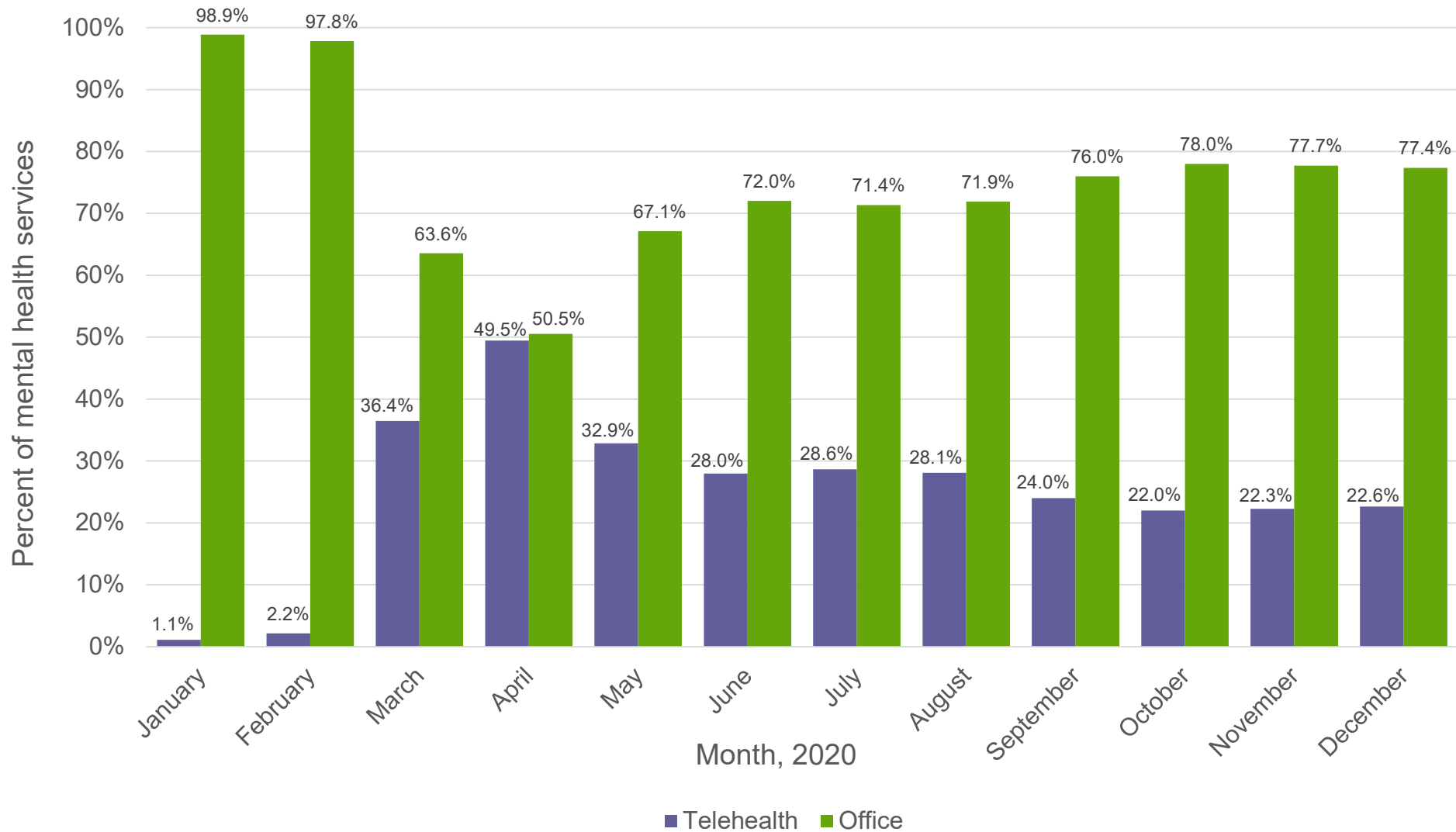
Mental Health Services, Louisiana – Telehealth vs. Office, All Ages



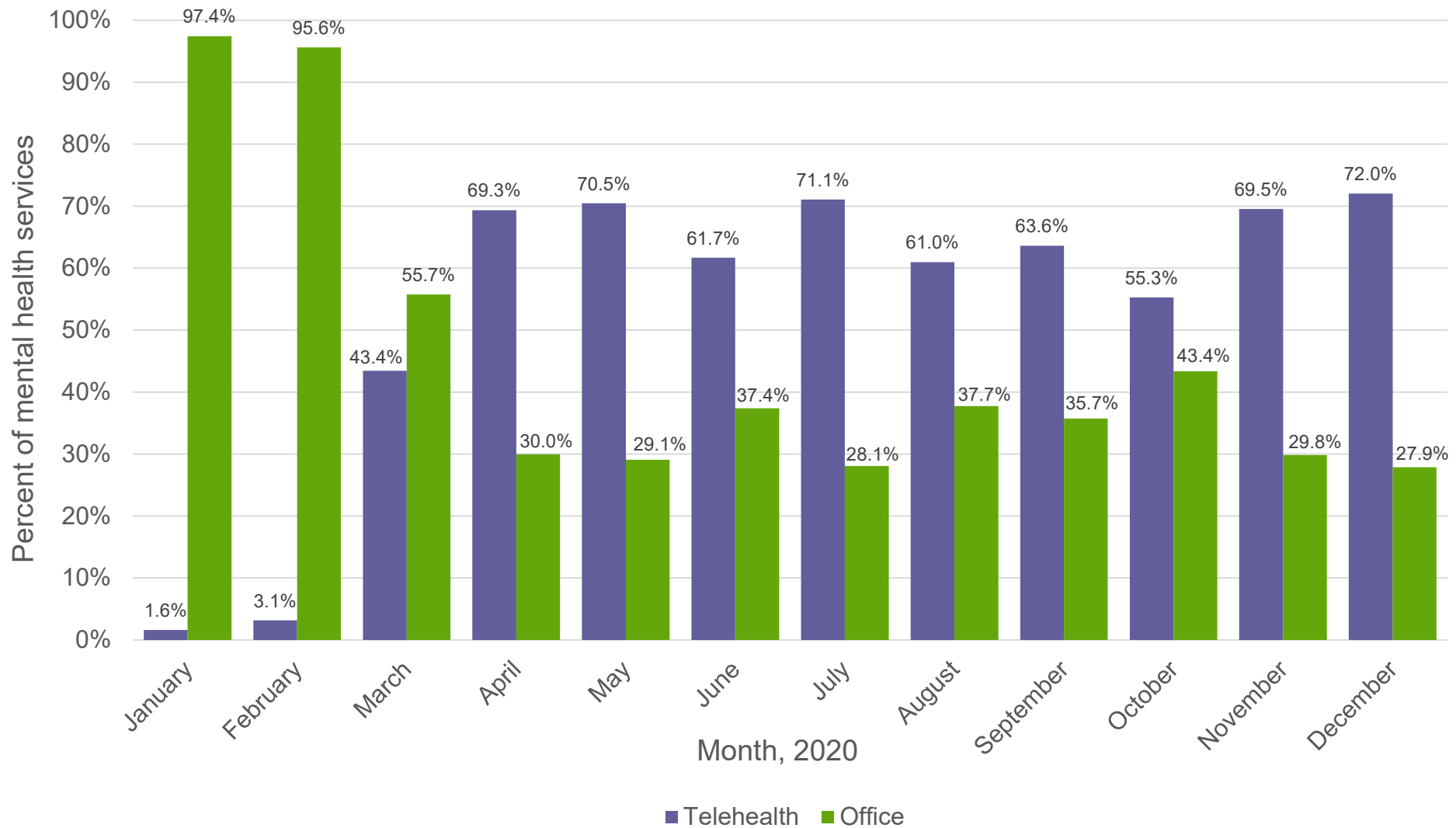
Mental Health Services, Texas – Telehealth vs. Office, Patients 13 to 18 Years of Age



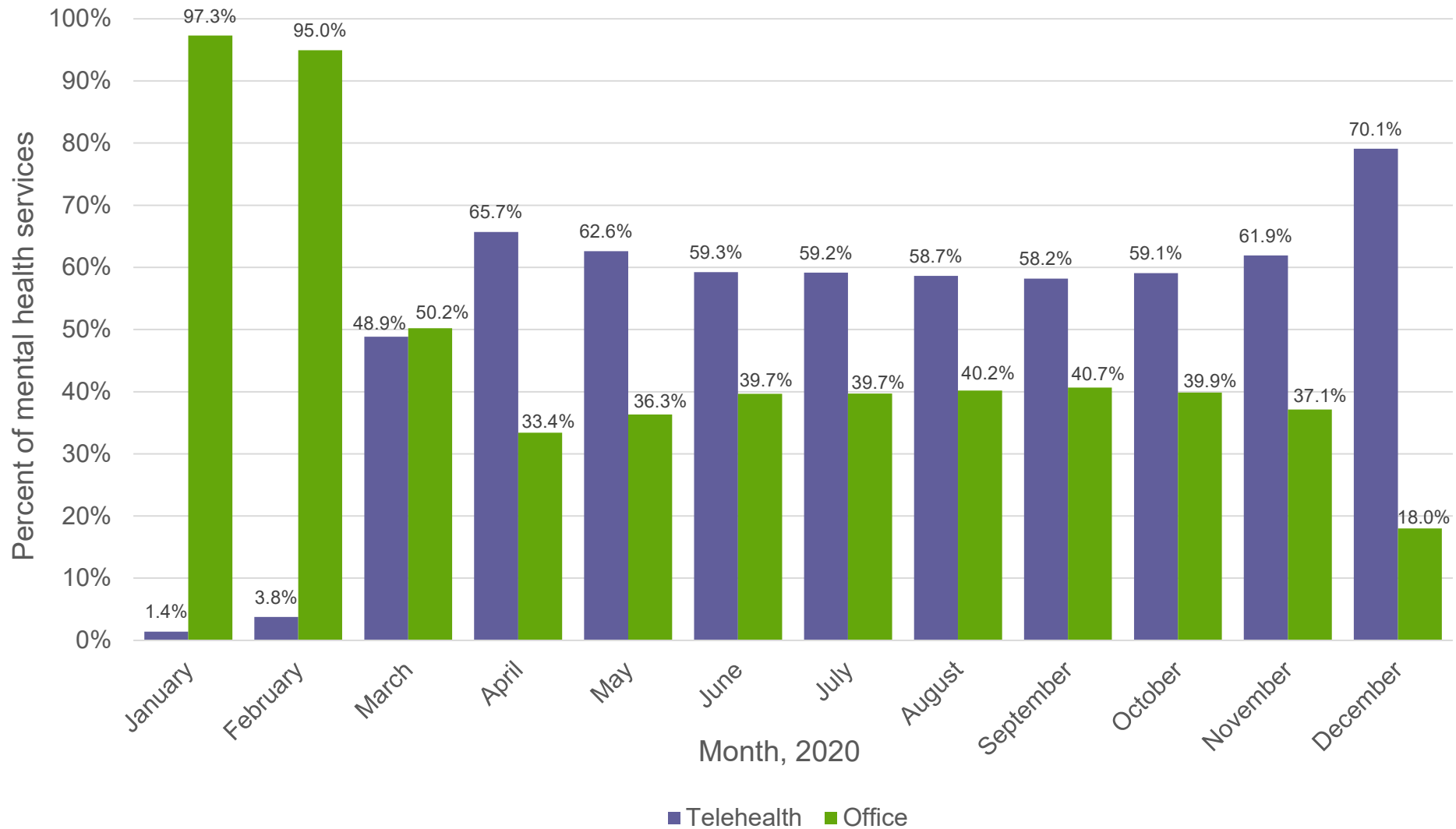
Mental Health Services, Texas – Telehealth vs. Office, All Ages



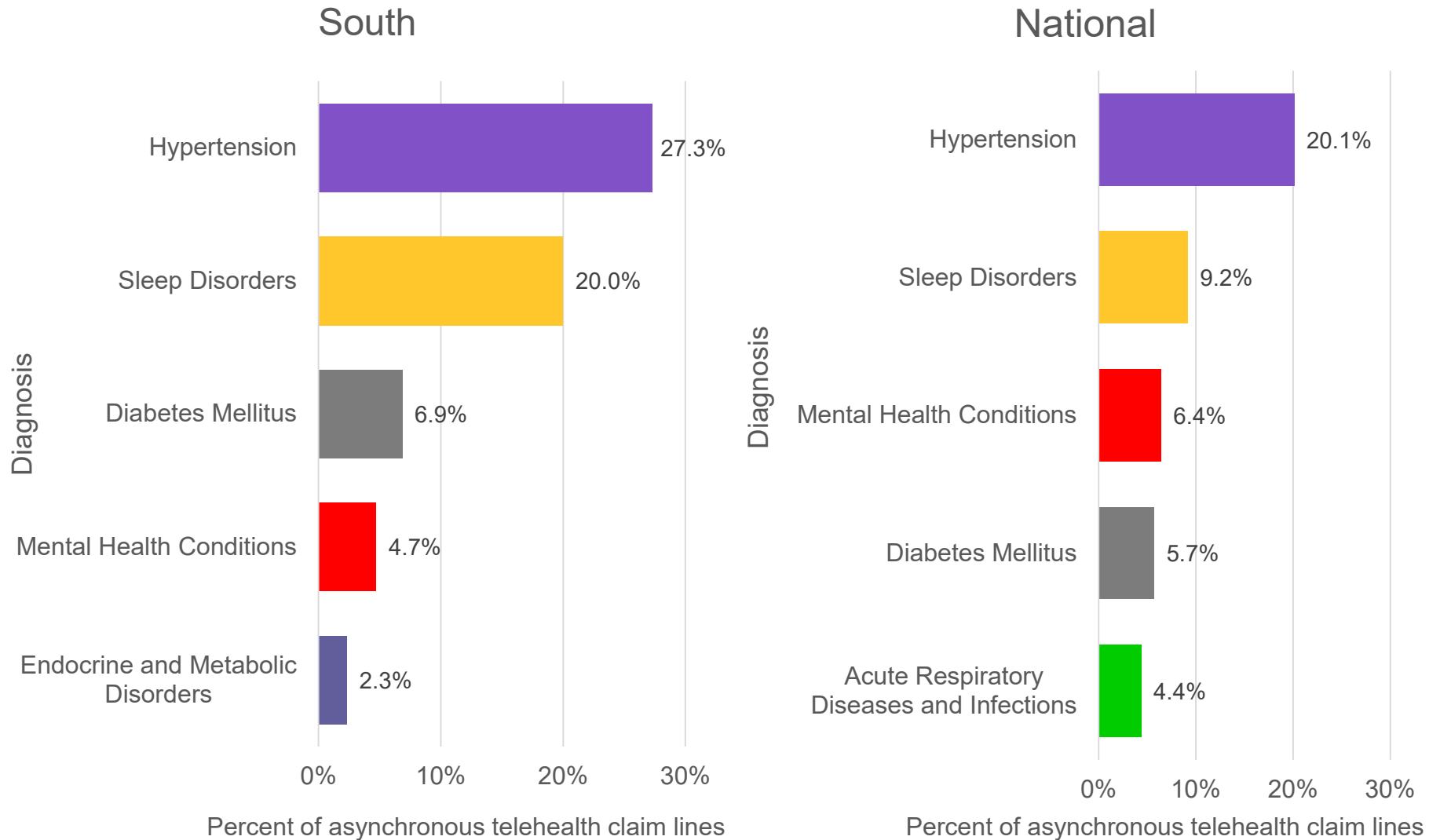
Mental Health Services, National – Telehealth vs. Office, Patients 13 to 18 Years of Age



Mental Health Services, National – Telehealth vs. Office, All Ages



Top Asynchronous Diagnoses, South and National, 2020

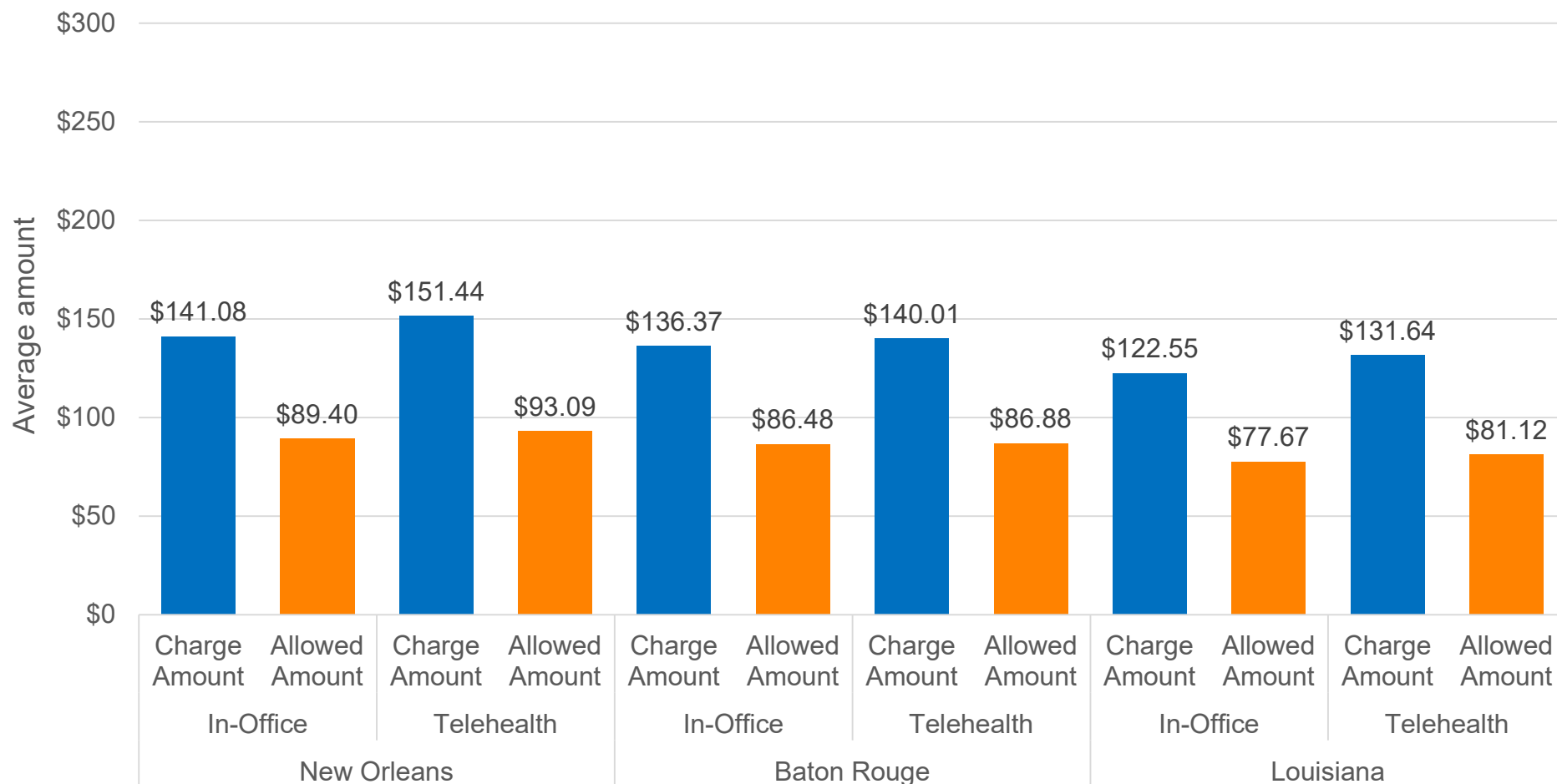


FH[®] Allowed Telehealth

- Official release date: December 2021
- FH Allowed Telehealth is a benchmark offering documenting an array of imputed allowed values for approximately 400 telehealth-specific codes
- The allowed telehealth benchmark product will include the mean, mode and 50th to 95th percentiles of imputed allowed values for each code in 493 geozips

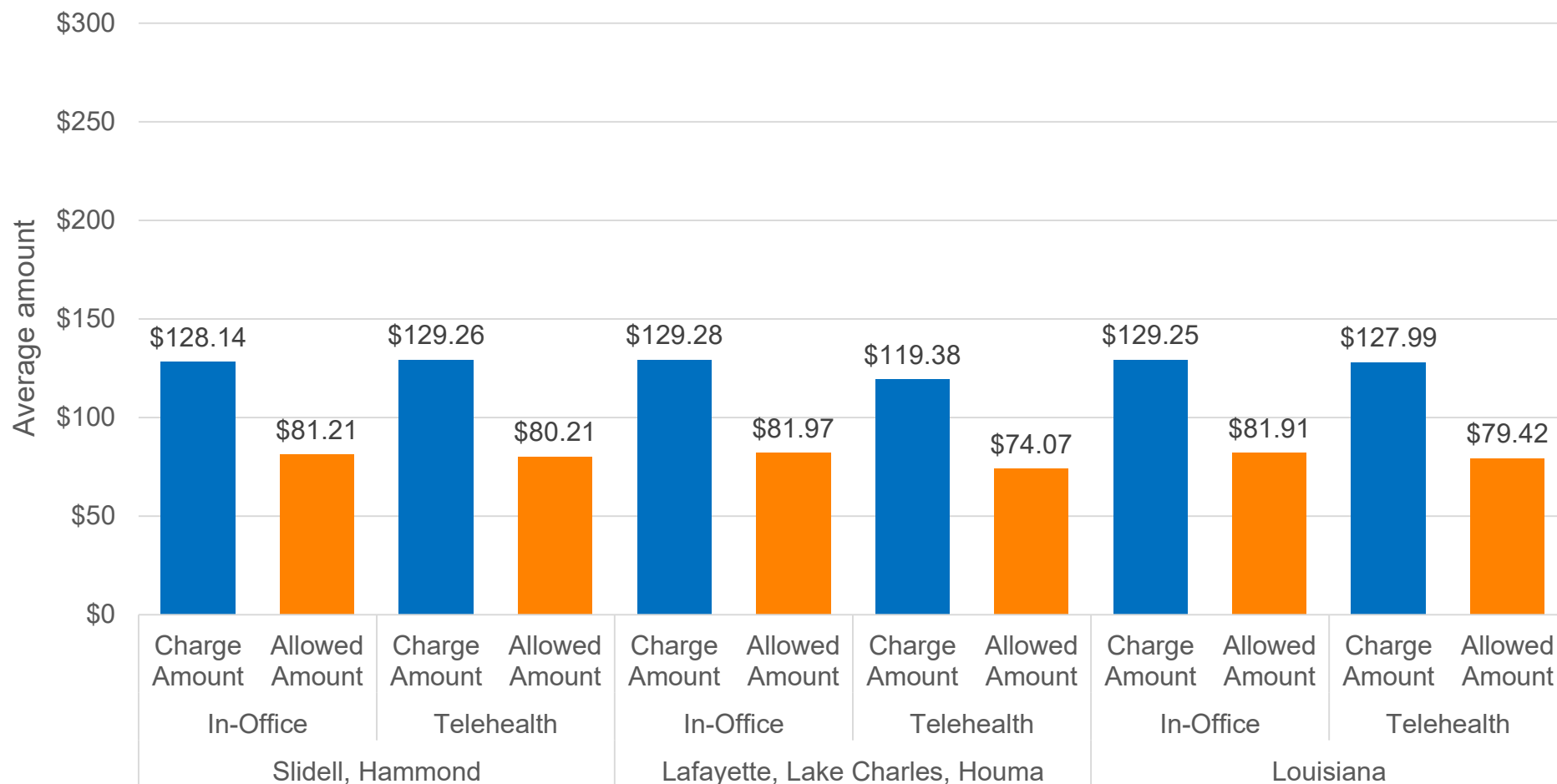


Louisiana: CPT Code 90834 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



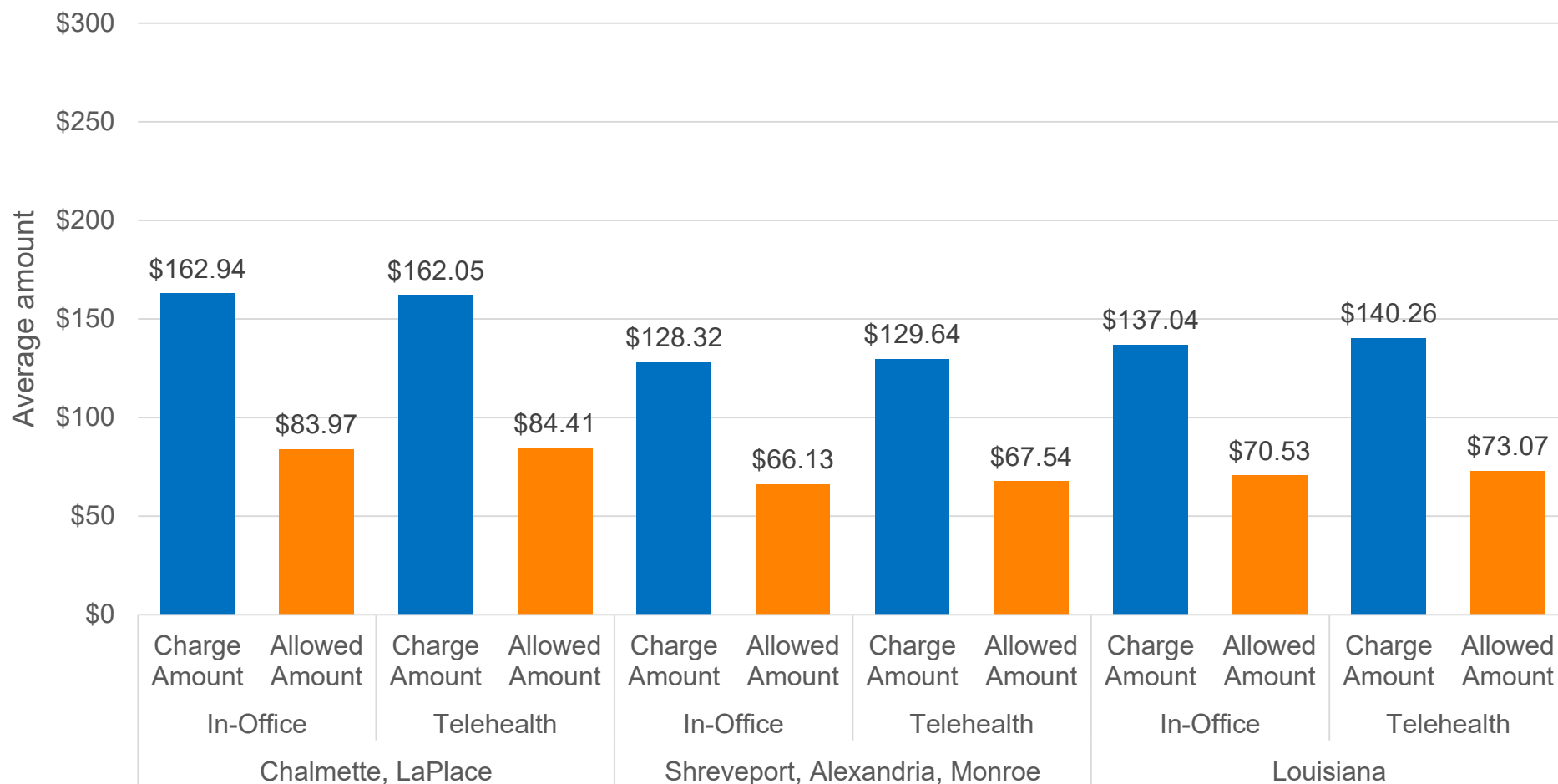
CPT CODE	DESCRIPTION
90834	PSYCHOTHERAPY, 45 MINUTES

Louisiana: CPT Code 90837 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



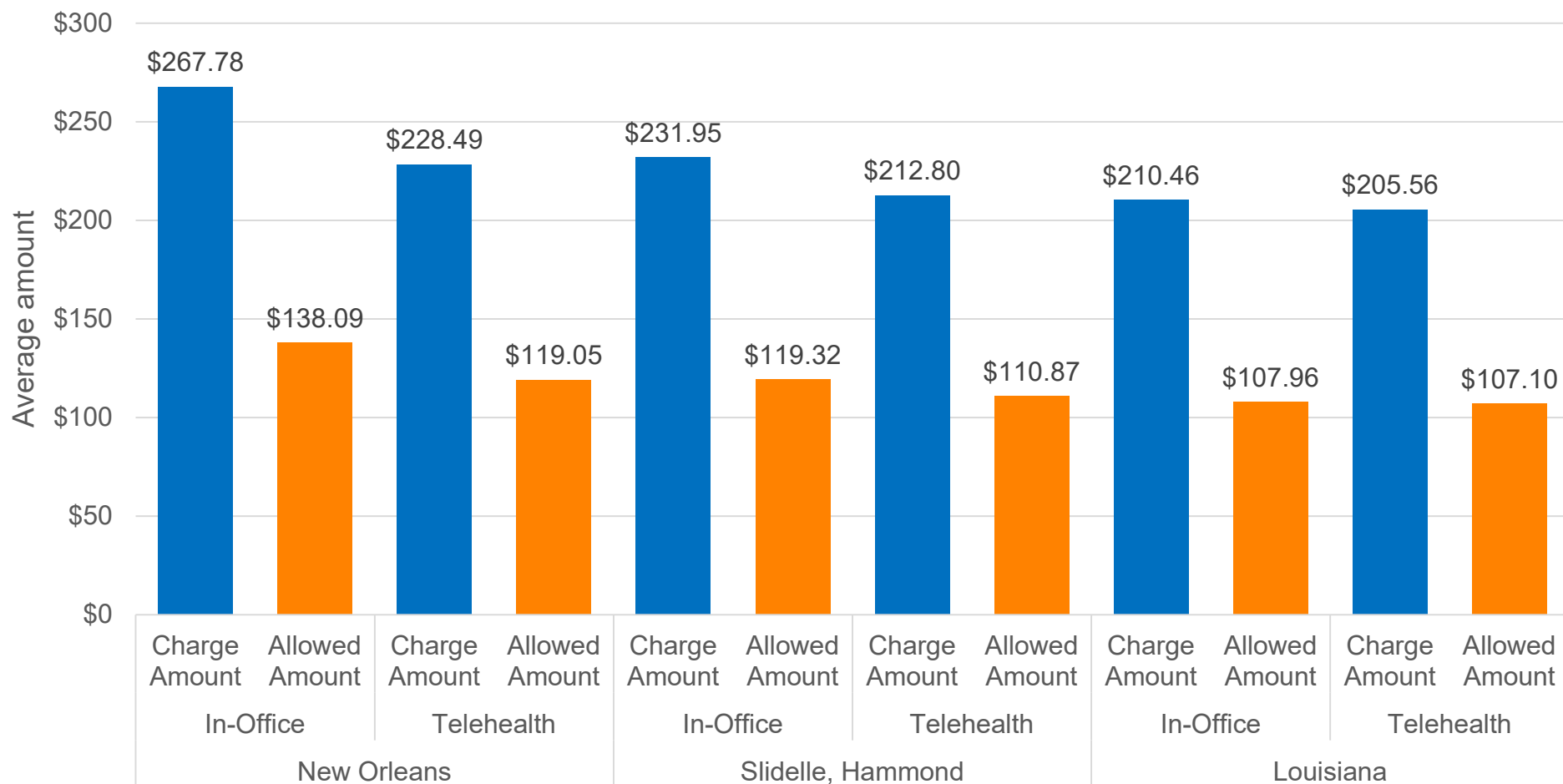
CPT CODE	DESCRIPTION
90837	PSYCHOTHERAPY, 60 MINUTES

Louisiana: CPT Code 99213 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



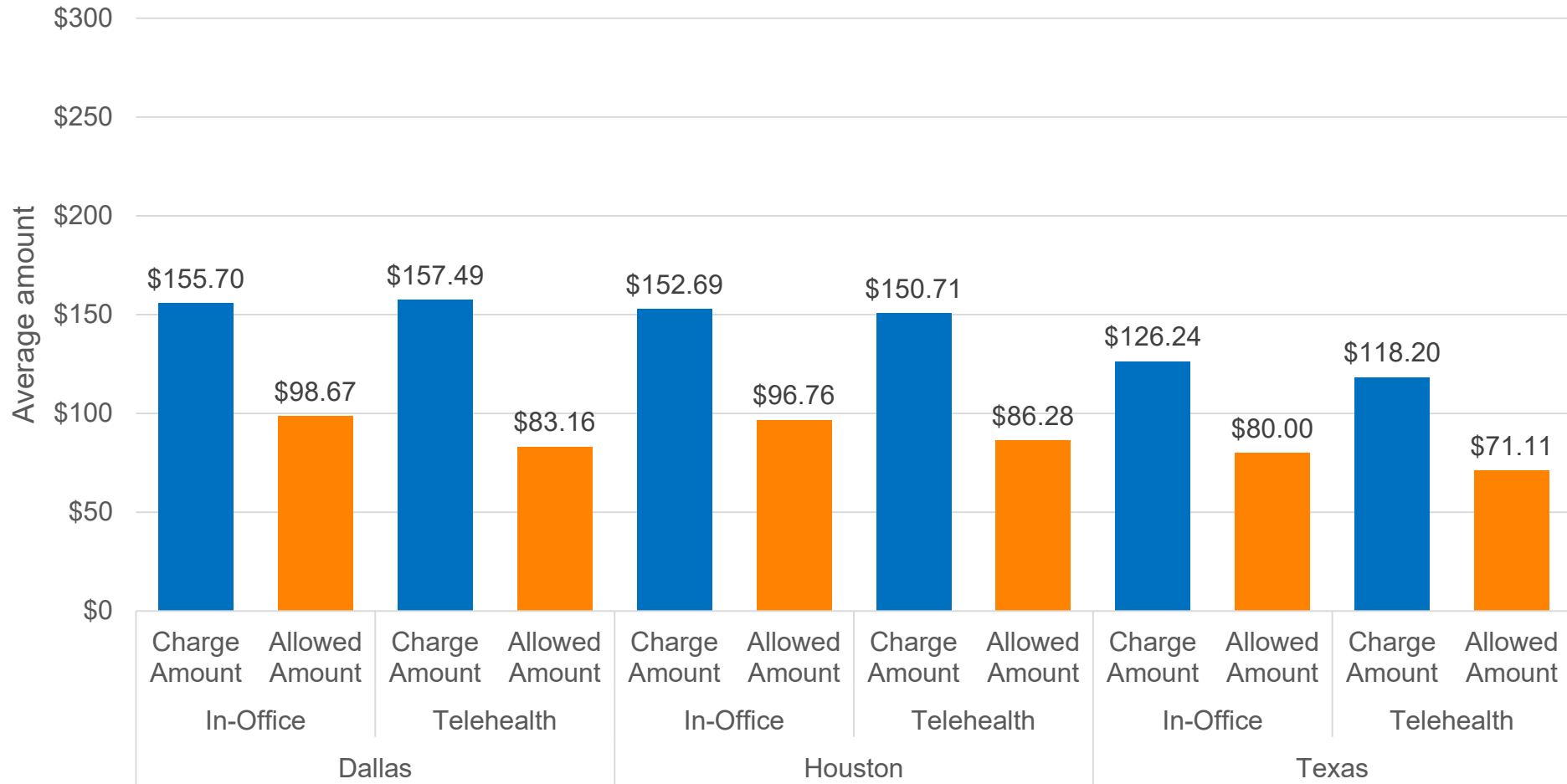
CPT CODE	DESCRIPTION
99213	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES

Louisiana: CPT Code 99214 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



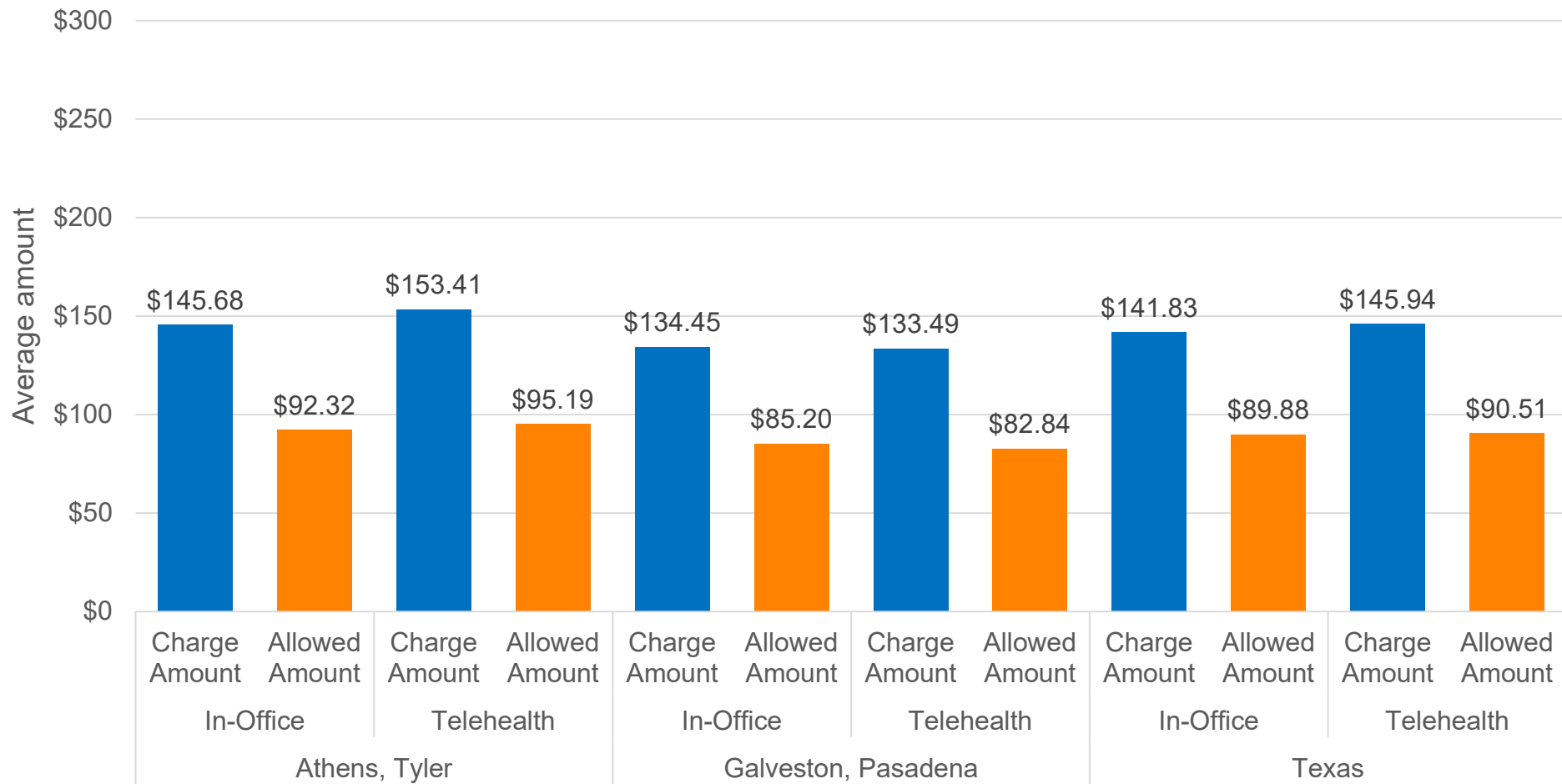
CPT CODE	DESCRIPTION
99214	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES

Texas: CPT Code 90834 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



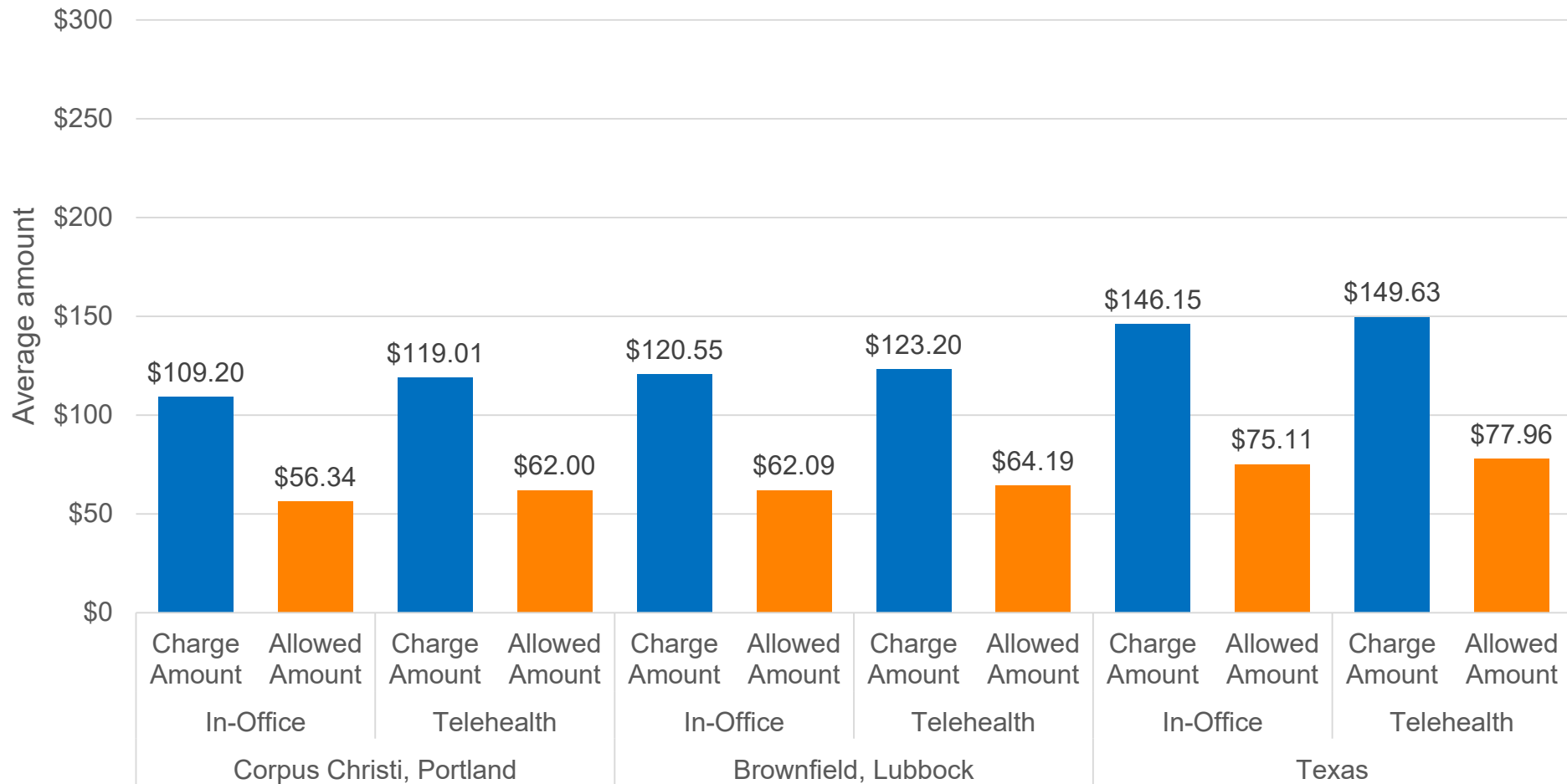
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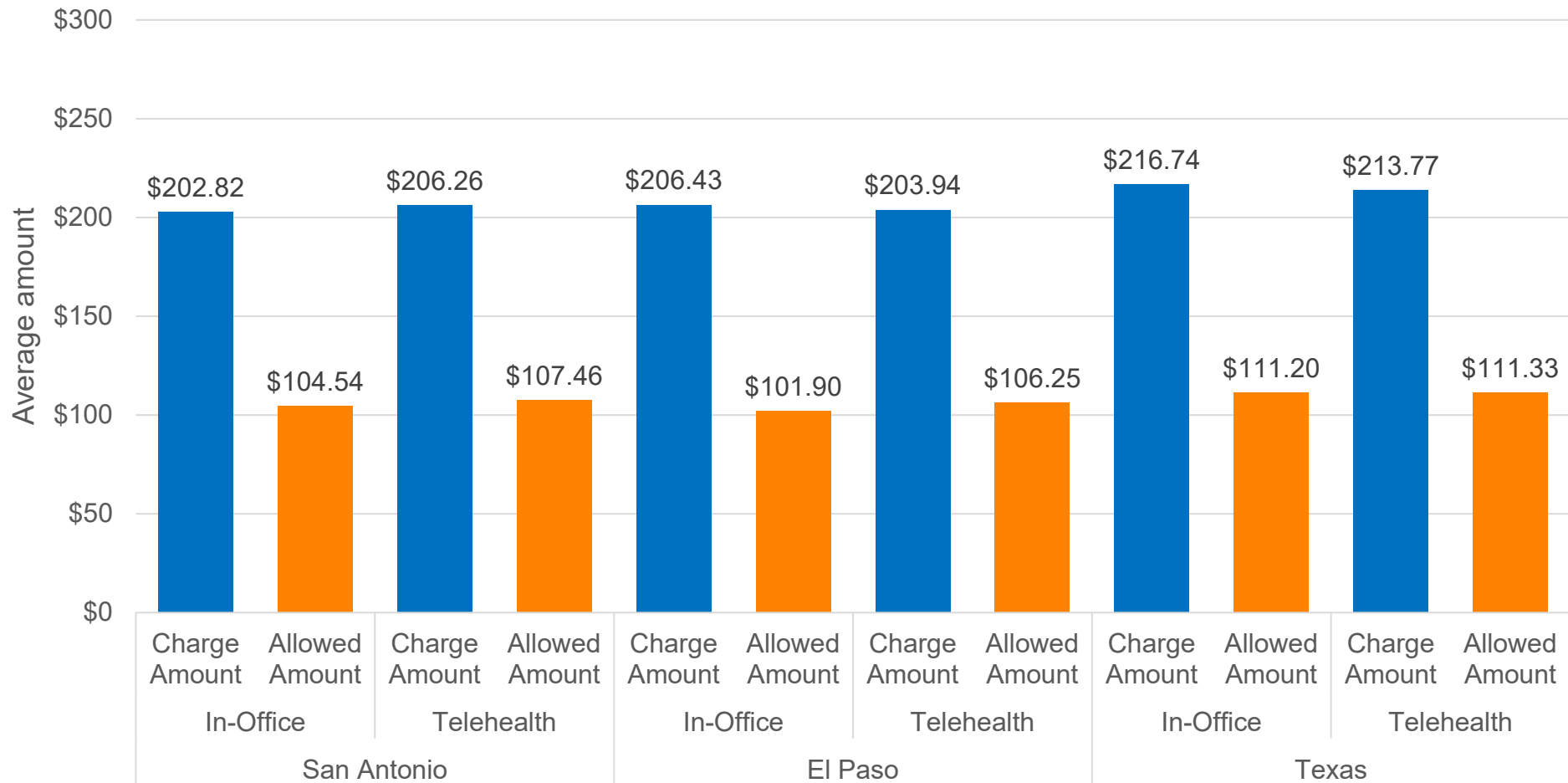
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Texas: CPT Code 99213 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



CPT CODE	DESCRIPTION
99213	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES

Texas: CPT Code 99214 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



CPT CODE	DESCRIPTION
99214	ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES

Key Takeaways from Telehealth Tracker in 2021: the South and the Nation

- Although telehealth expanded dramatically in 2020, telehealth claim lines have declined most months in 2021 throughout the nation
- From January to April 2021, mental health conditions were the top telehealth diagnoses in every region of the country
- In February 2021, developmental disorders joined the top five telehealth diagnoses in the South
- COVID-19 dropped from the list of top telehealth diagnoses in every region of the country in February 2021
- Nationally and in the South, psychotherapeutic/psychiatric codes replaced or outranked E&M codes in the list of top five telehealth procedure codes in March 2021
- In April 2021, the South experienced the greatest decline in telehealth utilization out of all four US census regions
- Acute respiratory diseases and infections increased as a percentage of telehealth claim lines nationally and in the South in April 2021

Questions/Discussion



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