

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

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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



The Office of the National Coordinator for Health Information Technology



VA



U.S. Department of Veterans Affairs



U.S. FOOD & DRUG ADMINISTRATION



U.S. DEPARTMENT OF AGRICULTURE



MEDPAC



Office of National Drug Control Policy

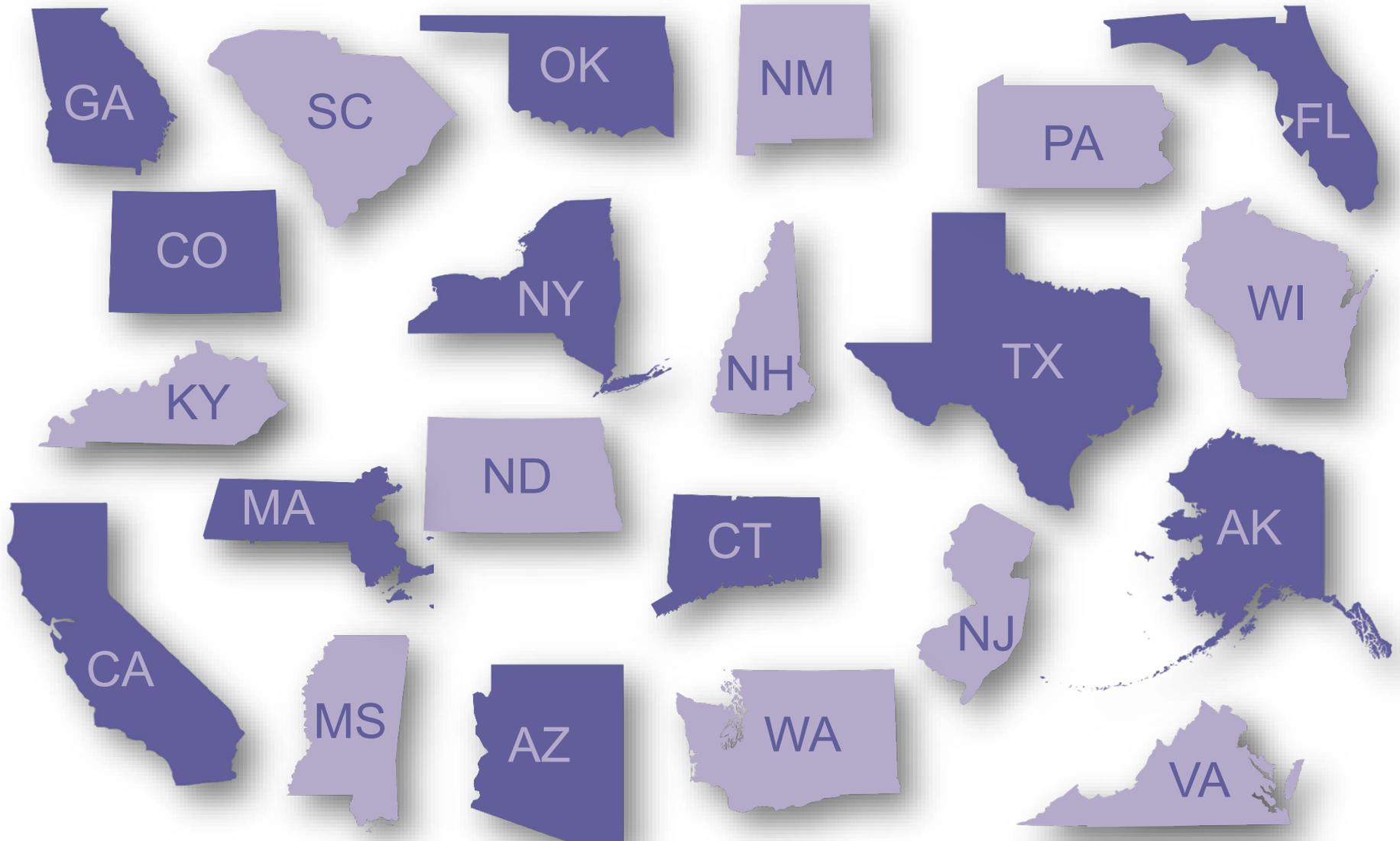


U.S. Government Accountability Office

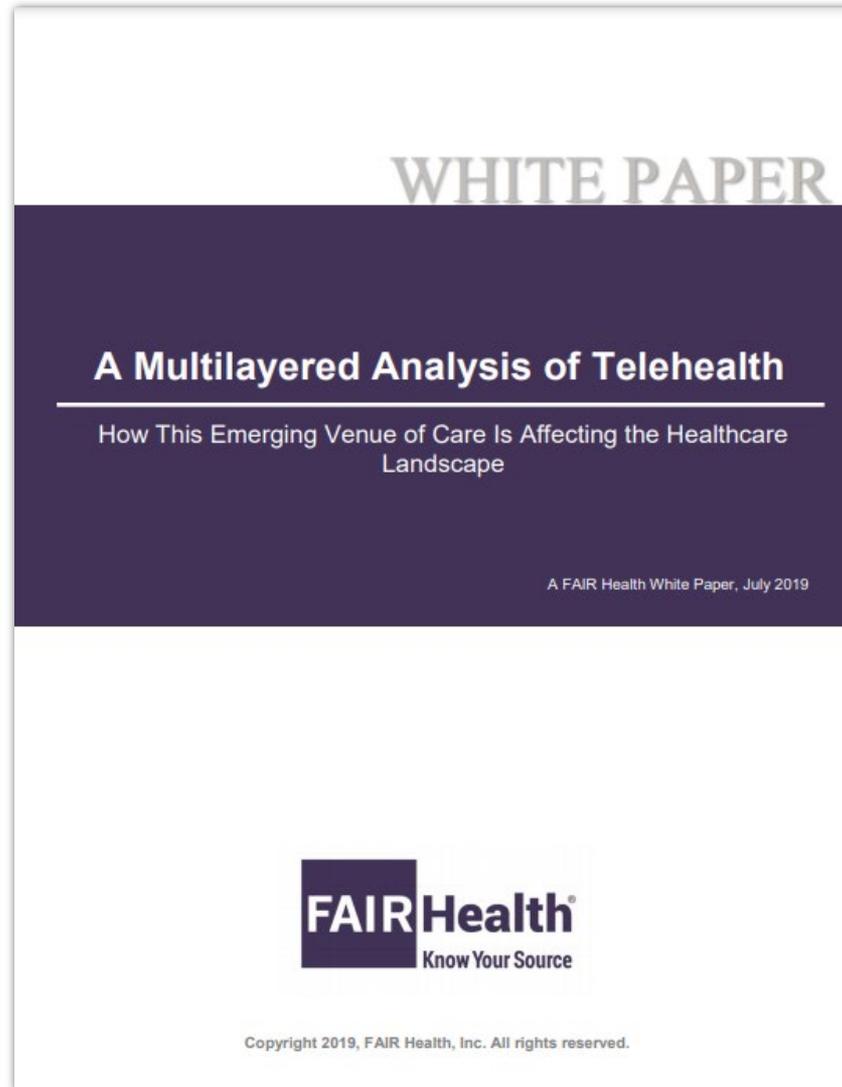


HRSA  
Health Resources & Services Administration

# FAIR Health State Policy Connections: Laws, Regulations, Programs and Policy

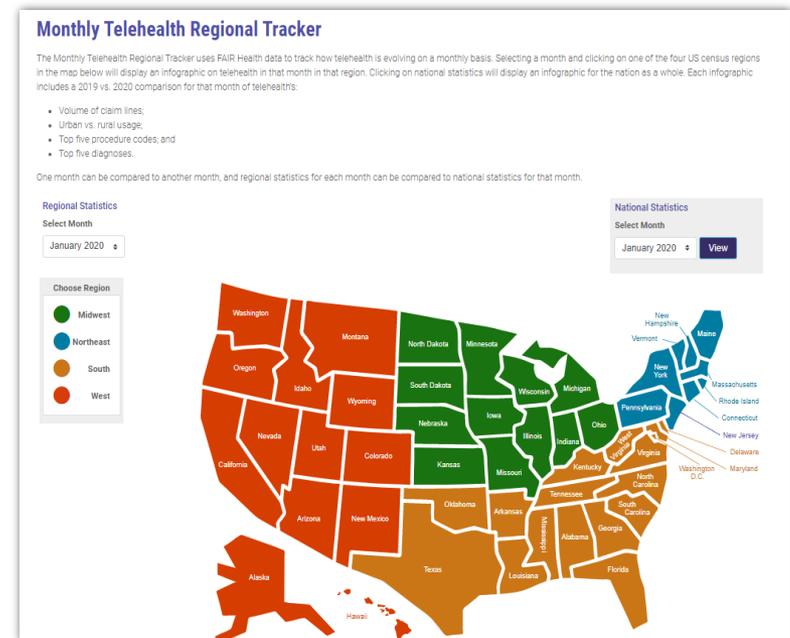


# FAIR Health White Paper on Telehealth



# 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          |
| 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 |

## 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 |

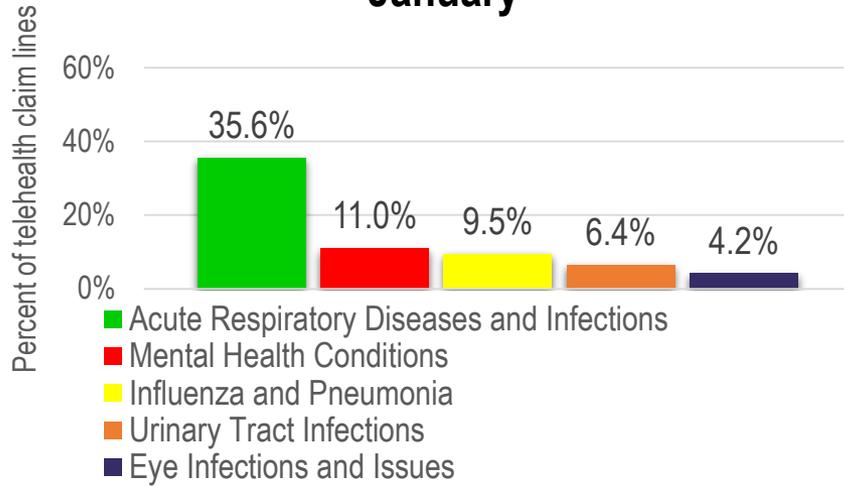
## April

| 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 |

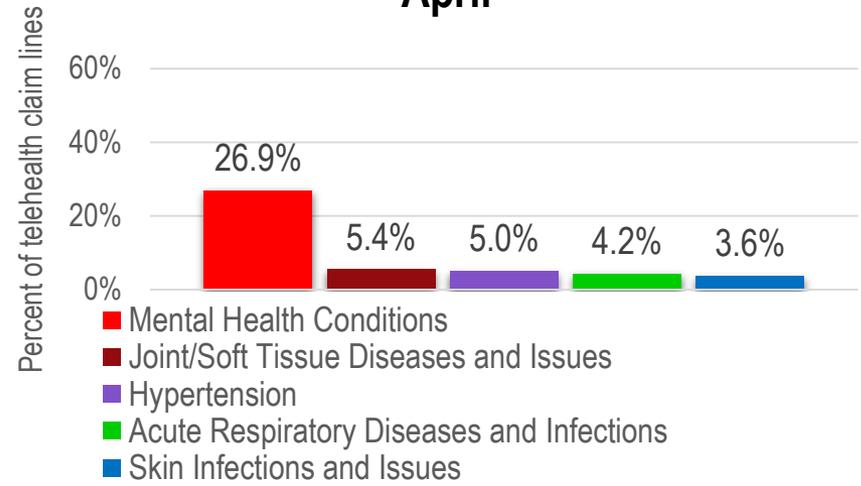
\* Code description changed at the end of 2020.

# Top Diagnoses via Telehealth by Month, South, 2020

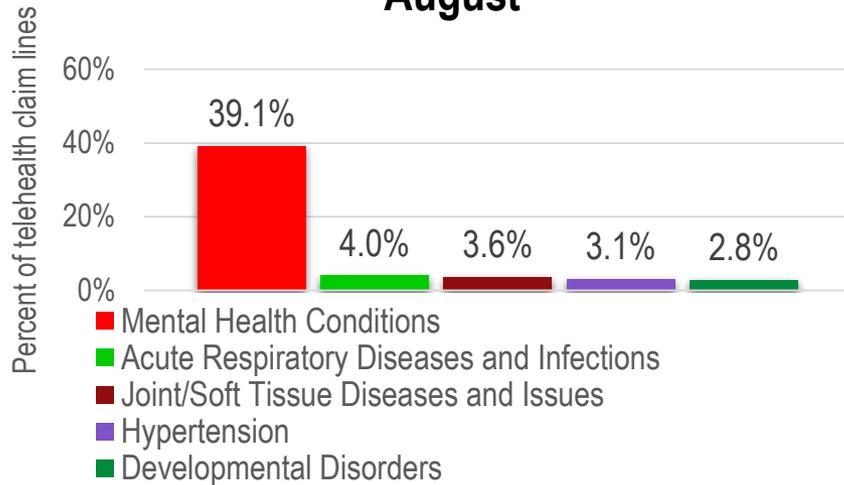
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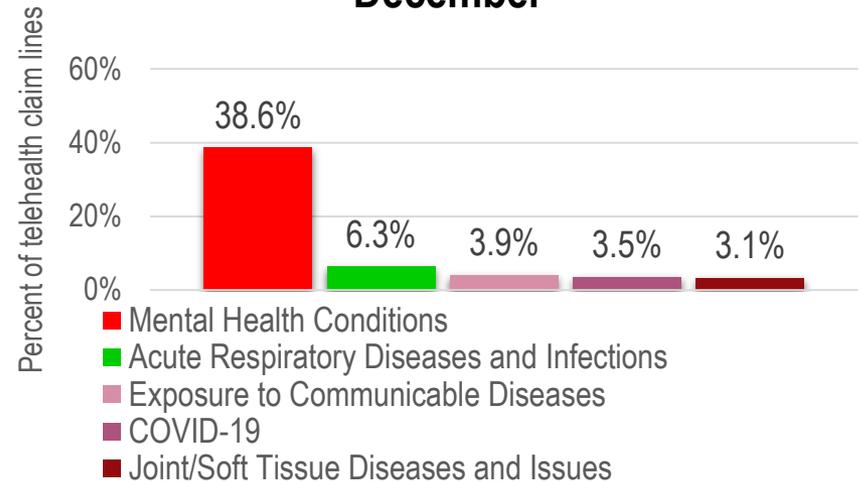
## April



## August

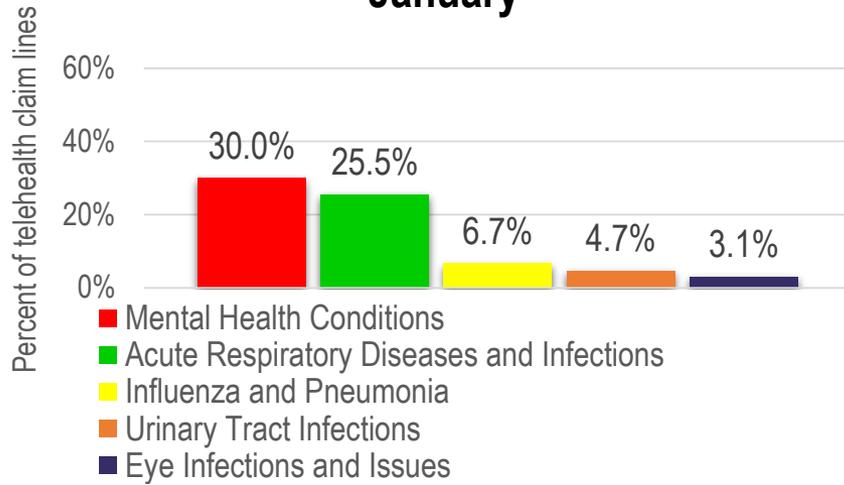


## December

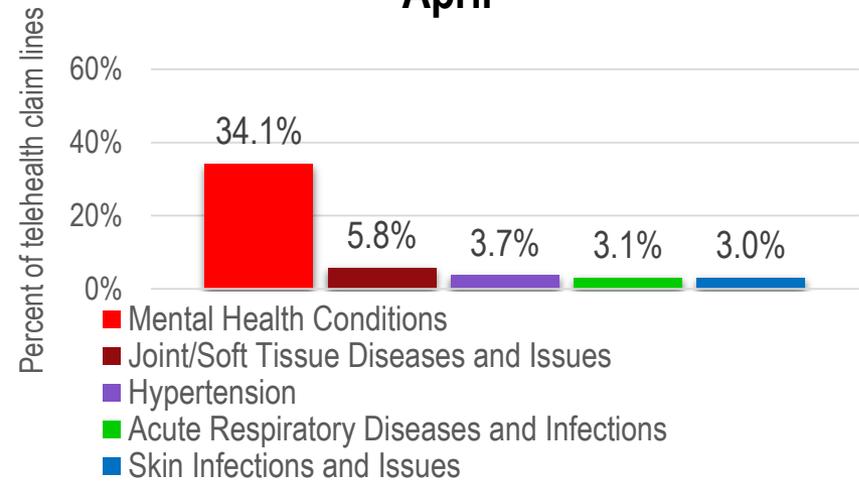


# Top Diagnoses via Telehealth by Month, National, 2020

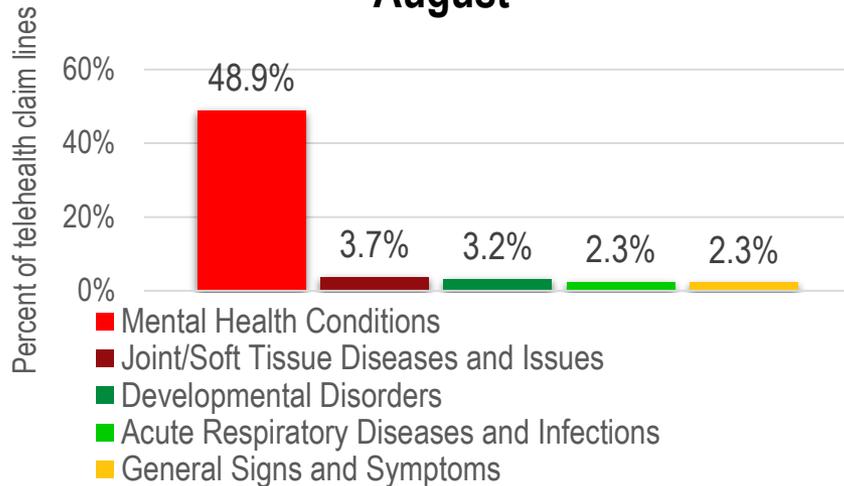
## January



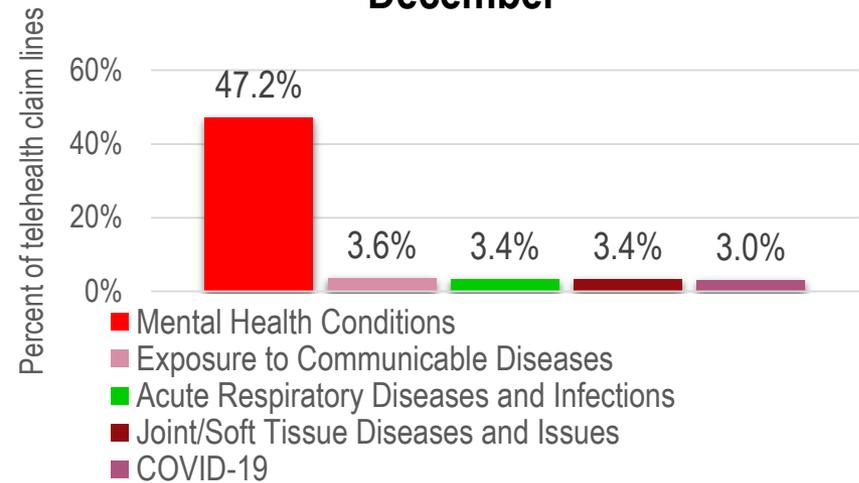
## April



## August

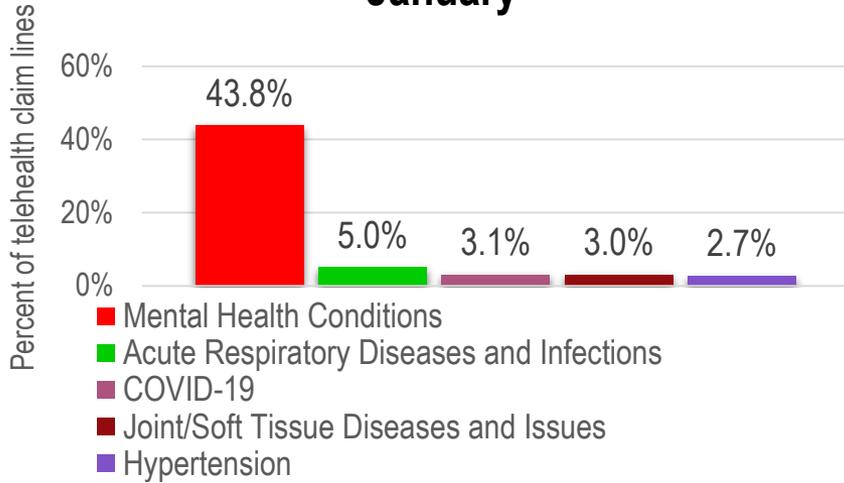


## December

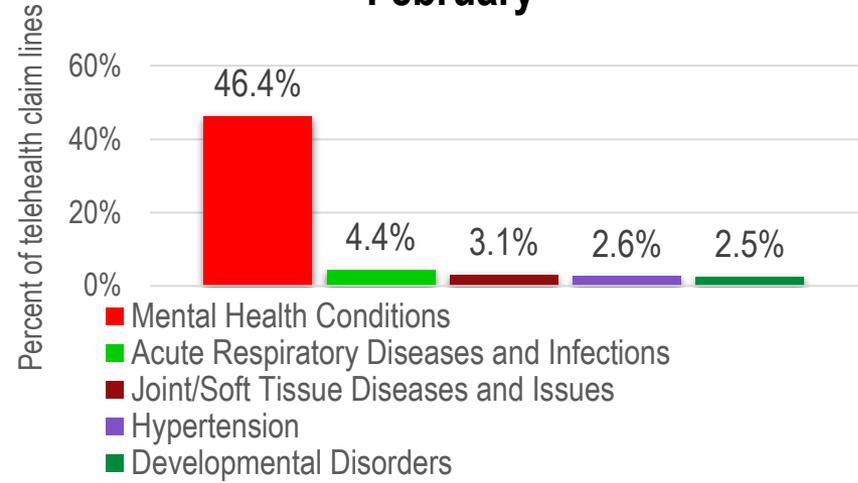


# Top Diagnoses via Telehealth by Month, South, 2021

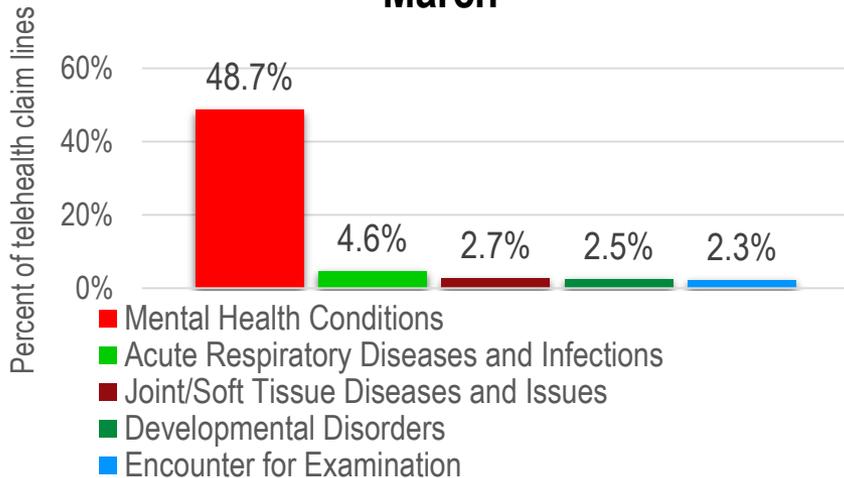
## January



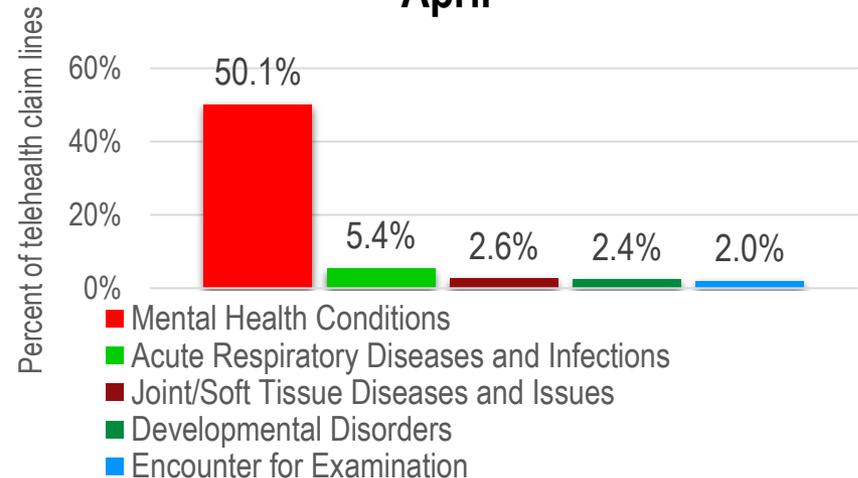
## February



## March

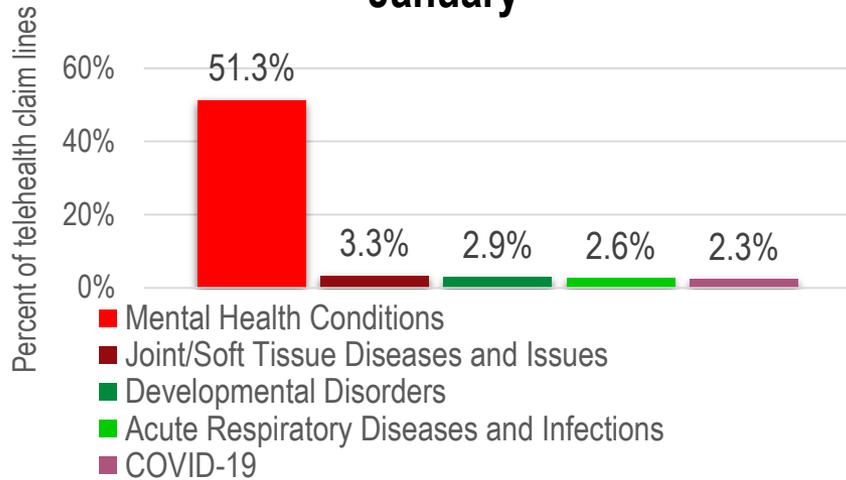


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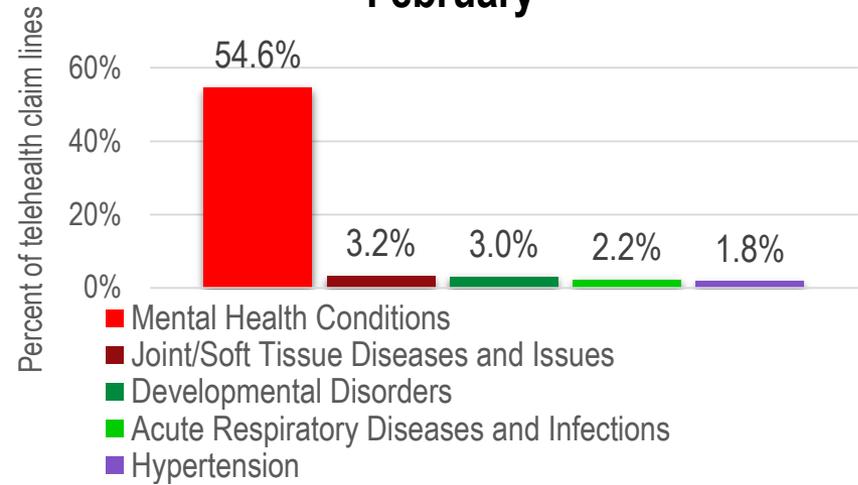


# Top Diagnoses via Telehealth by Month, National, 2021

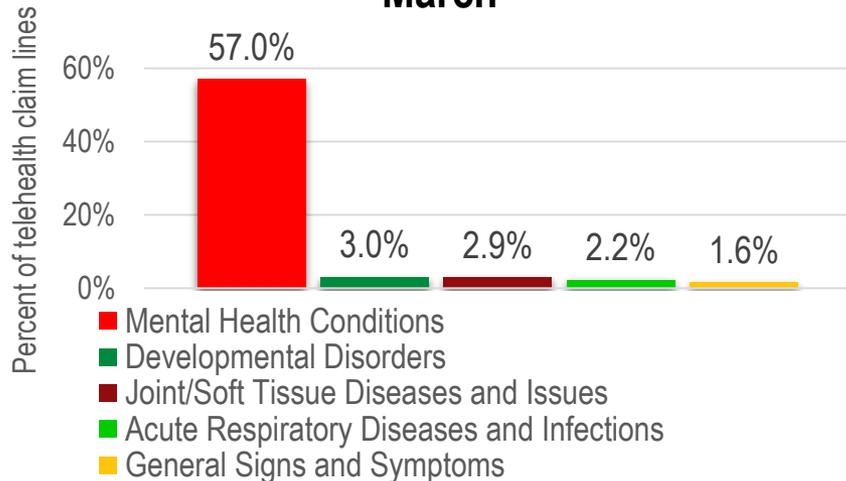
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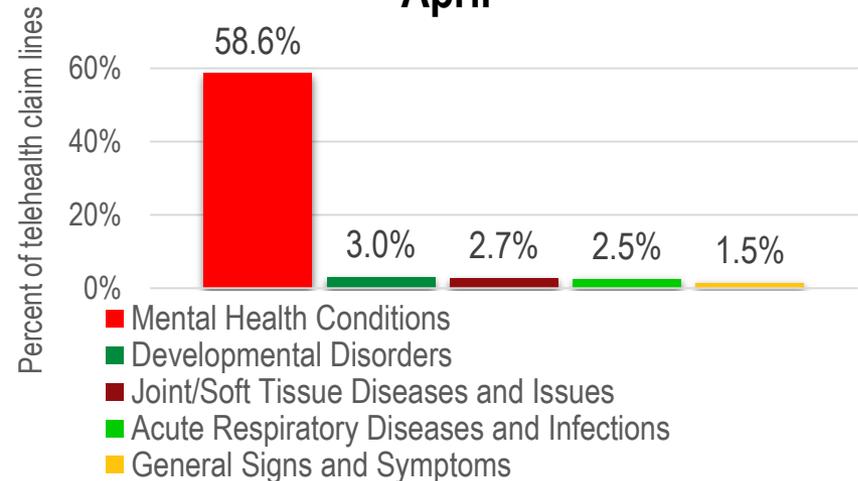
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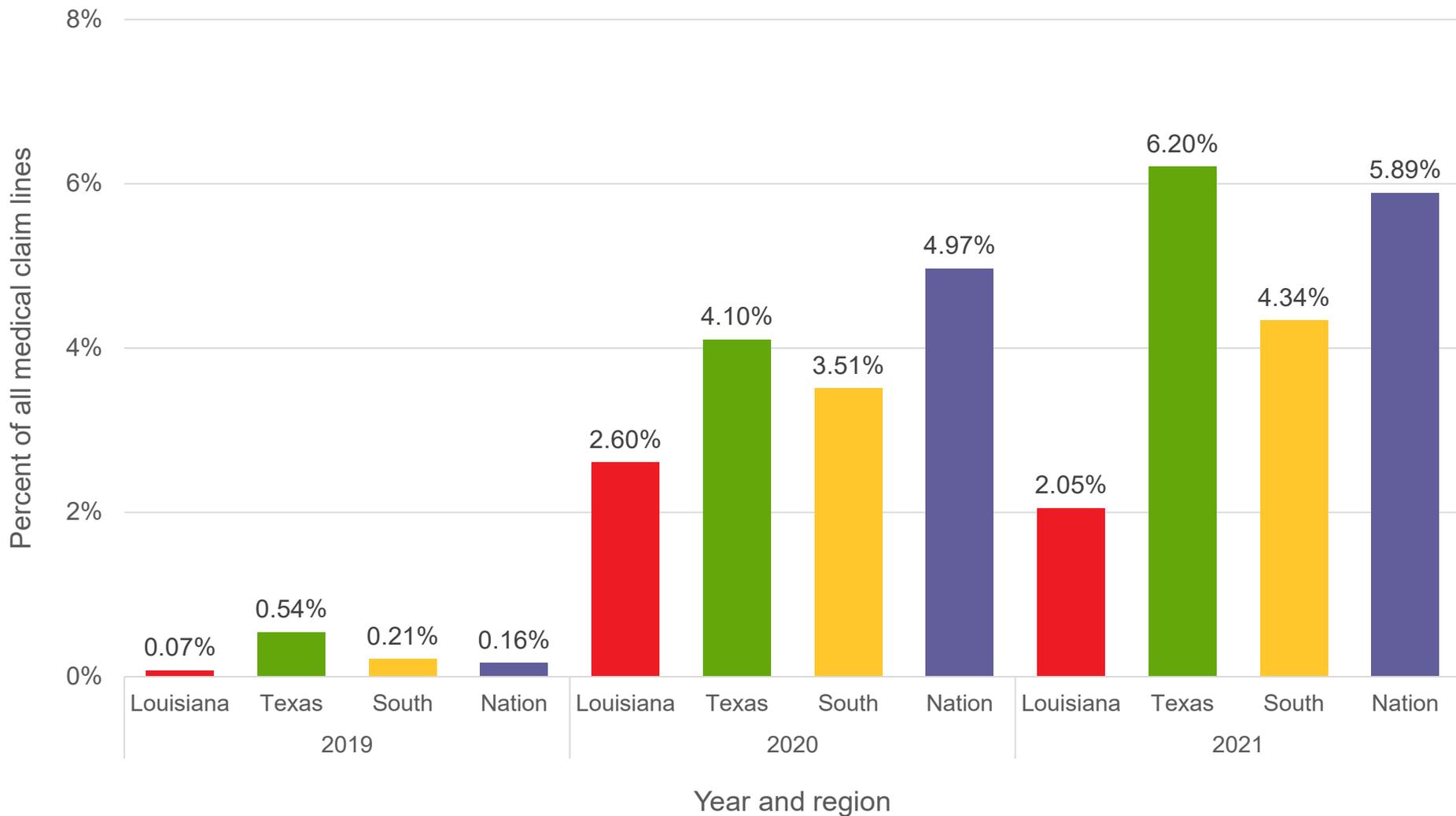
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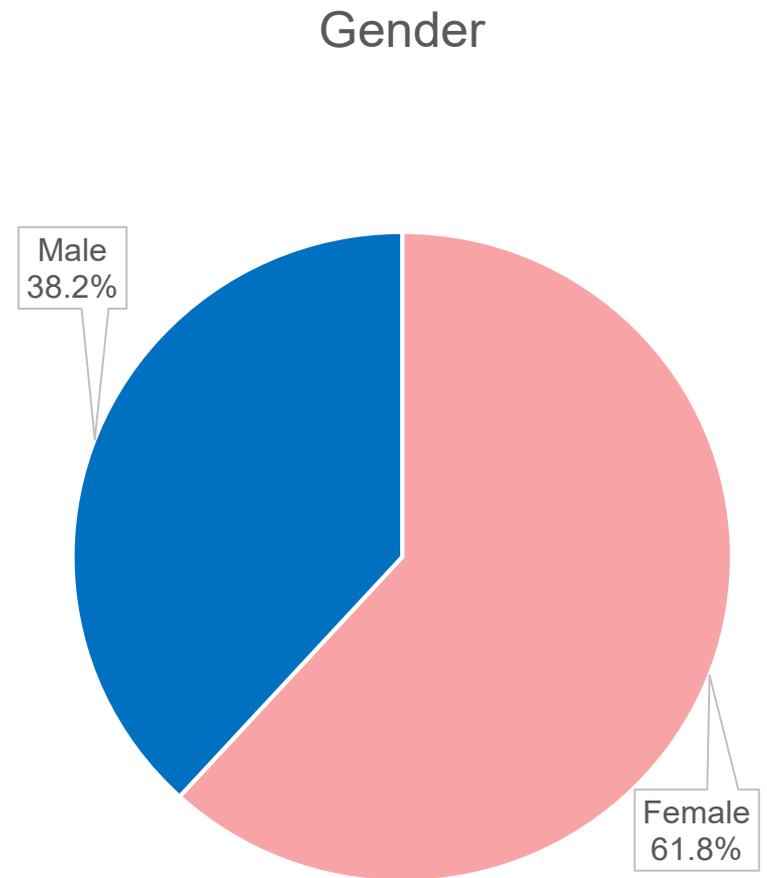
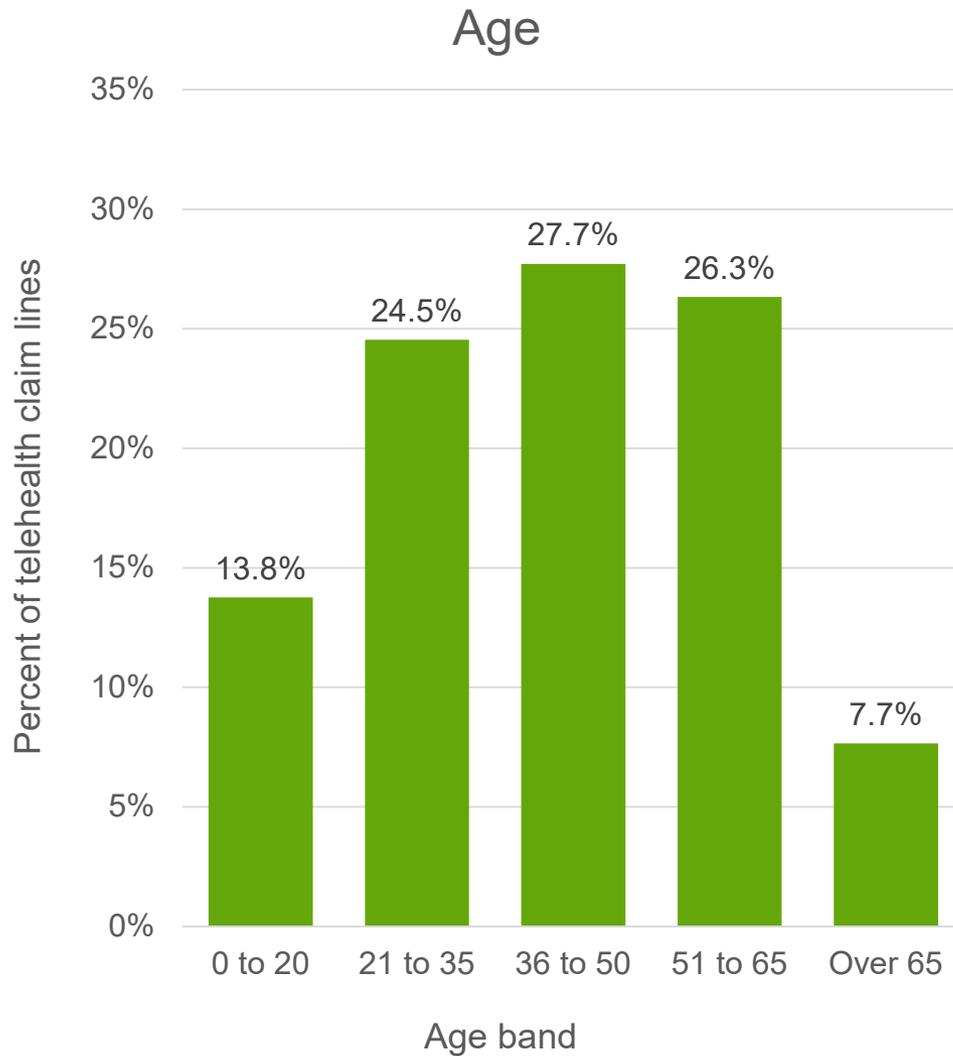
## April



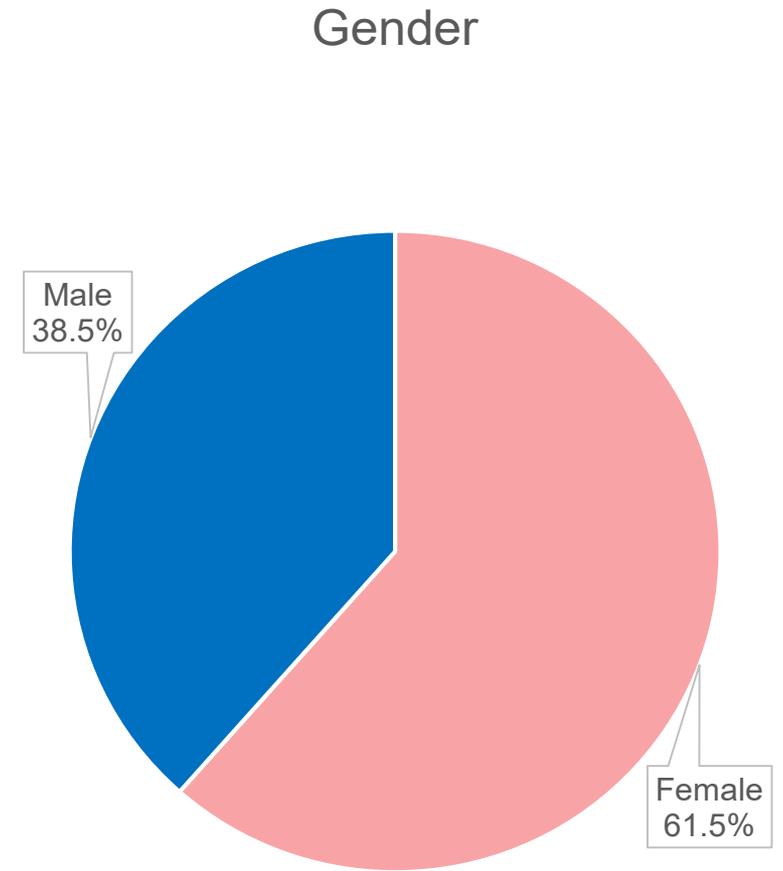
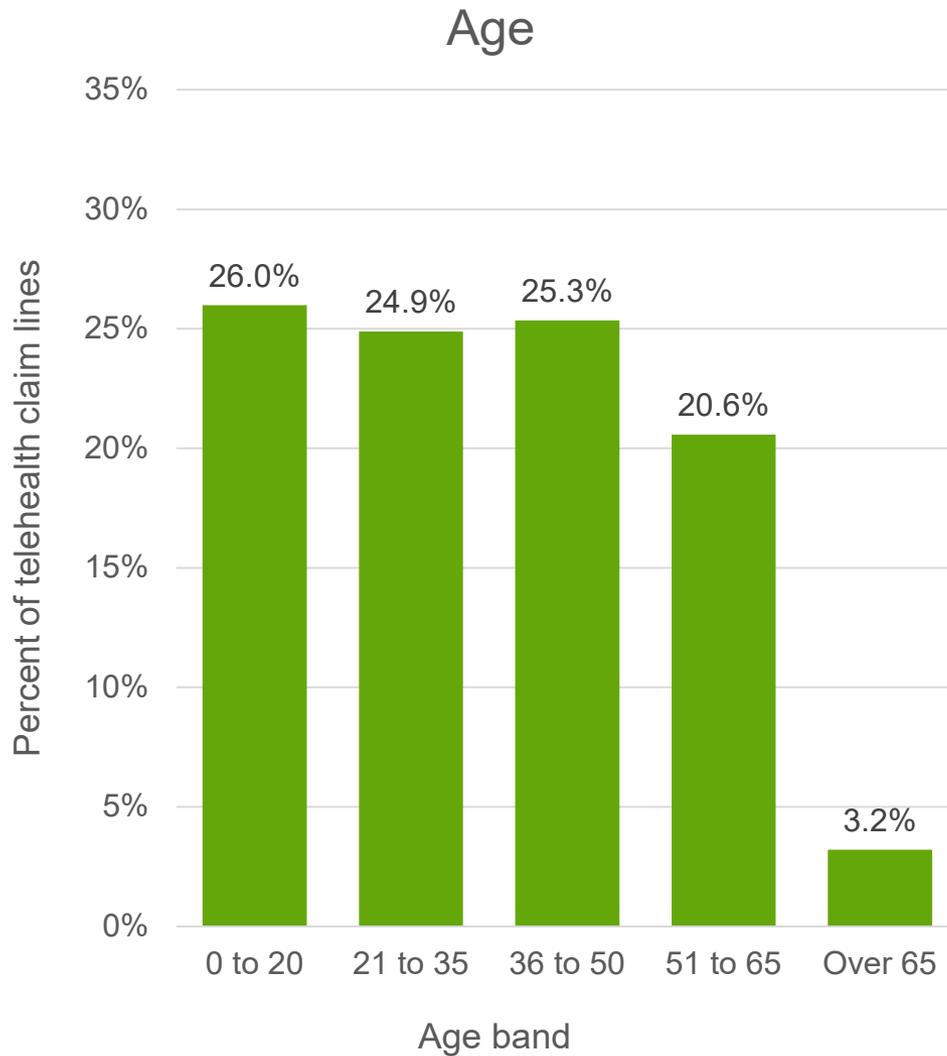
# Telehealth Usage: Louisiana, Texas, South and Nation, 2019 – 2021



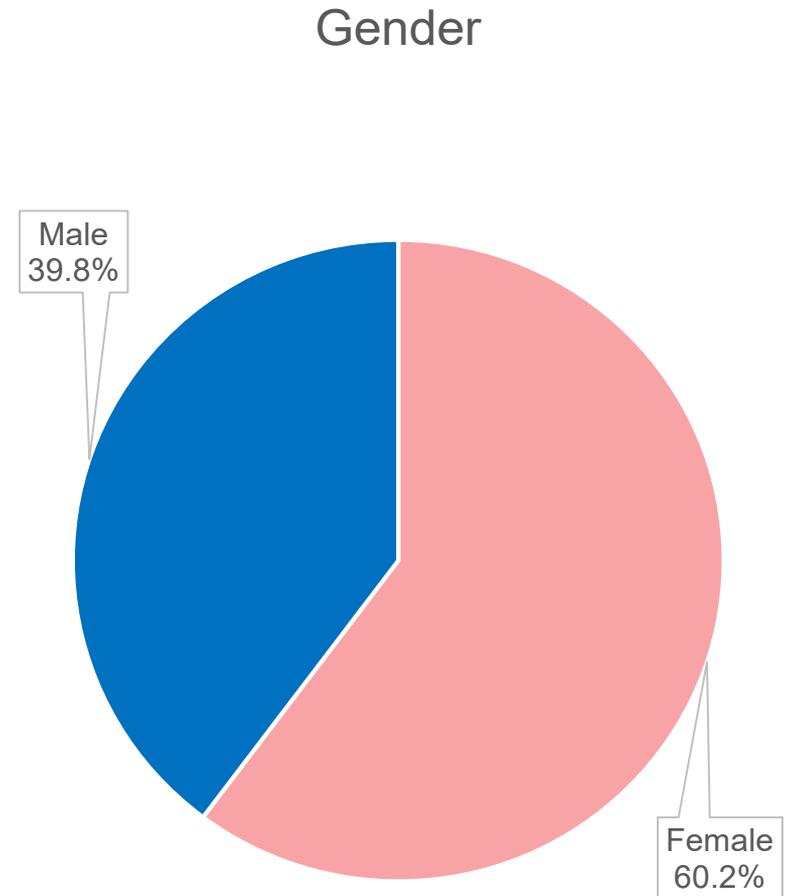
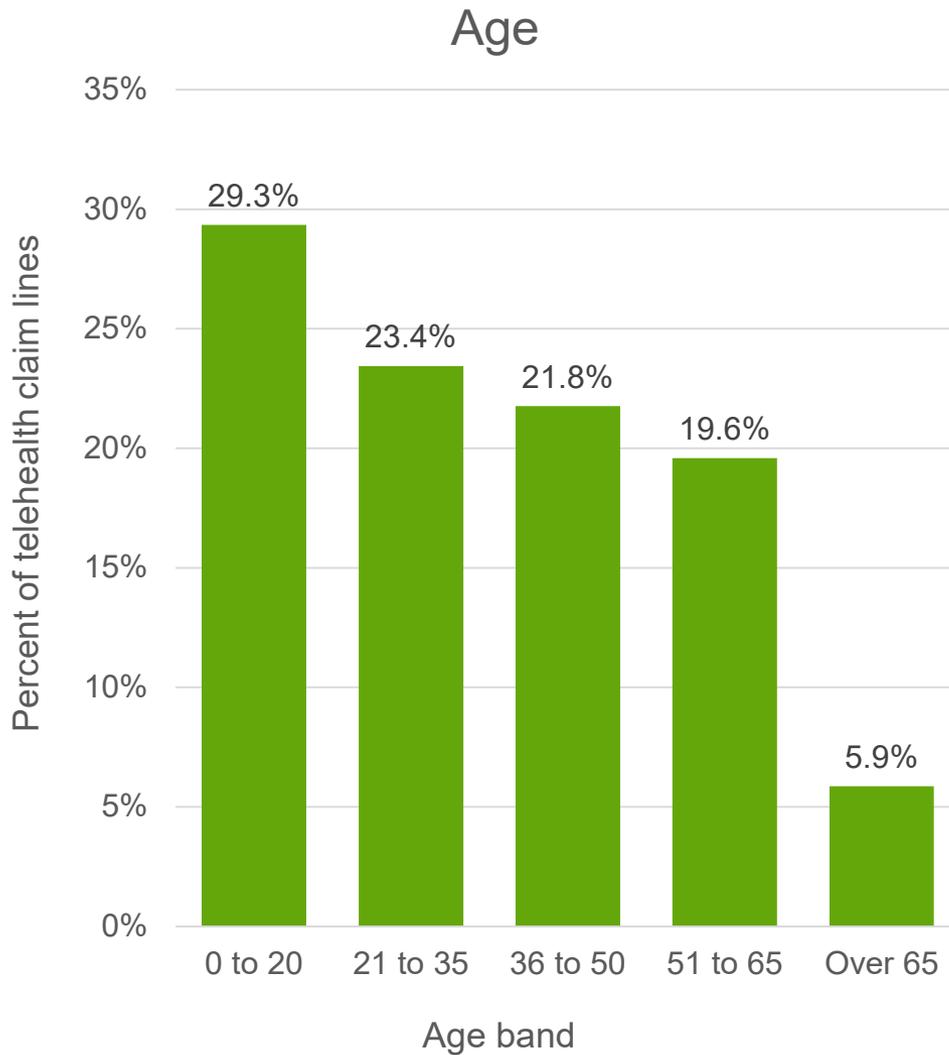
# Telehealth Usage by Age and Gender, Louisiana, 2020



# Telehealth Usage by Age and Gender, Texas, 2020

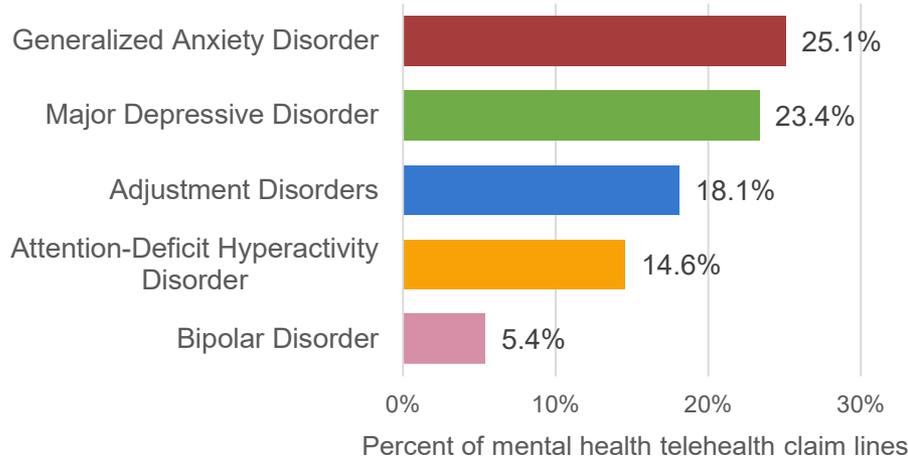


# Telehealth Usage by Age and Gender, National, 2020

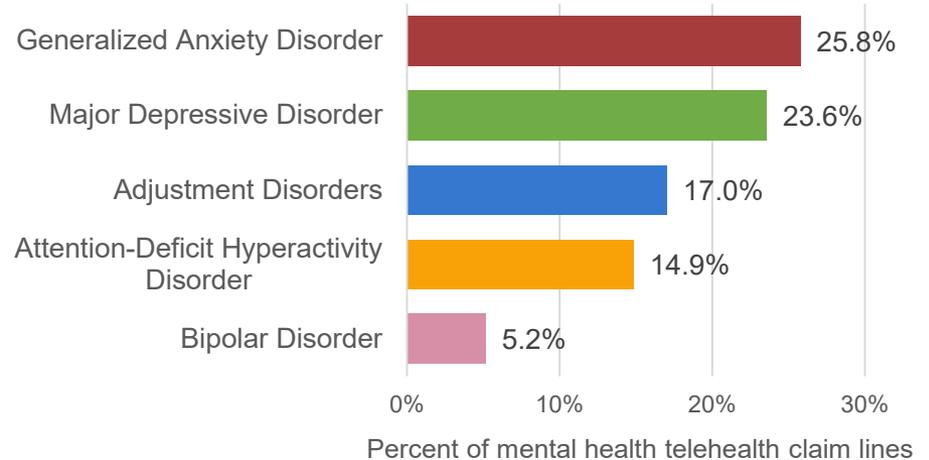


# Top Mental Health Diagnoses via Telehealth by Month, Louisiana, 2021

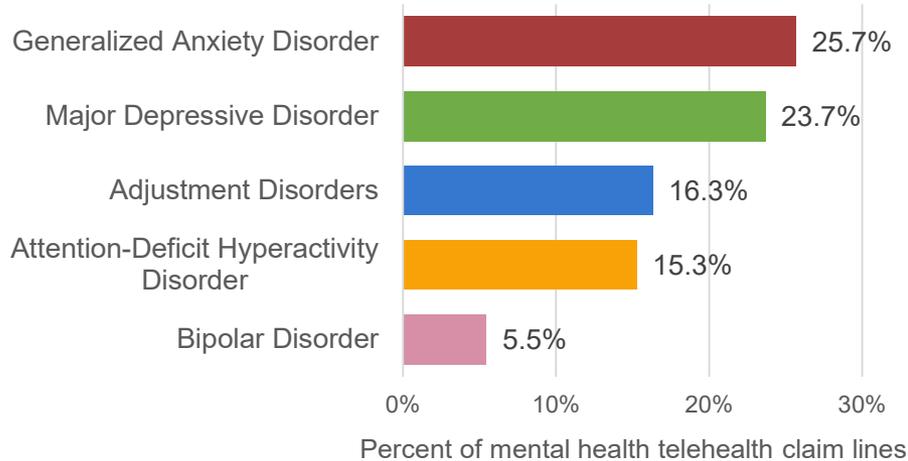
## January



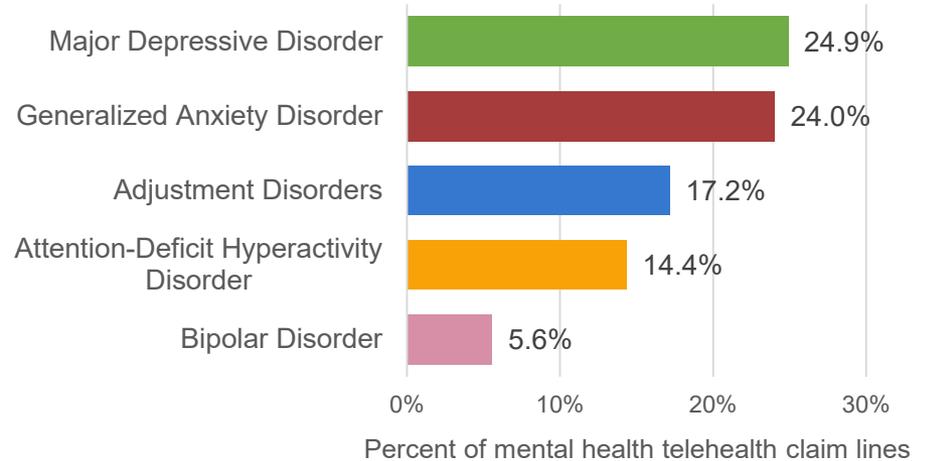
## February



## March

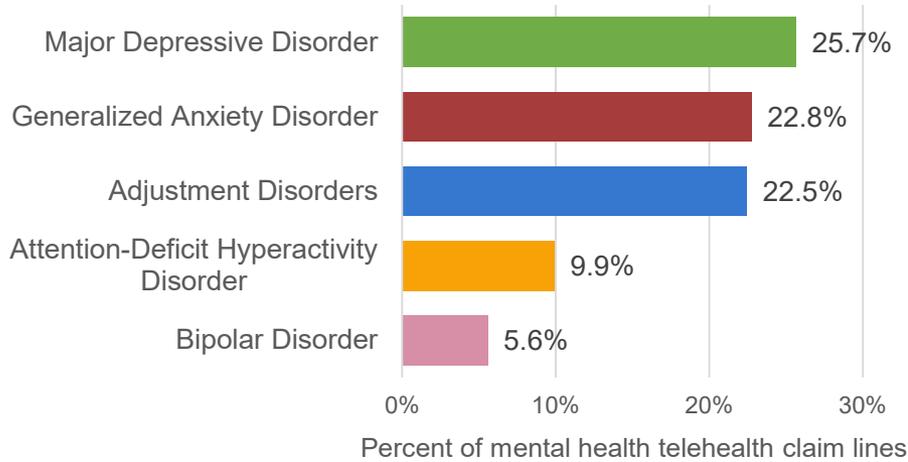


## April

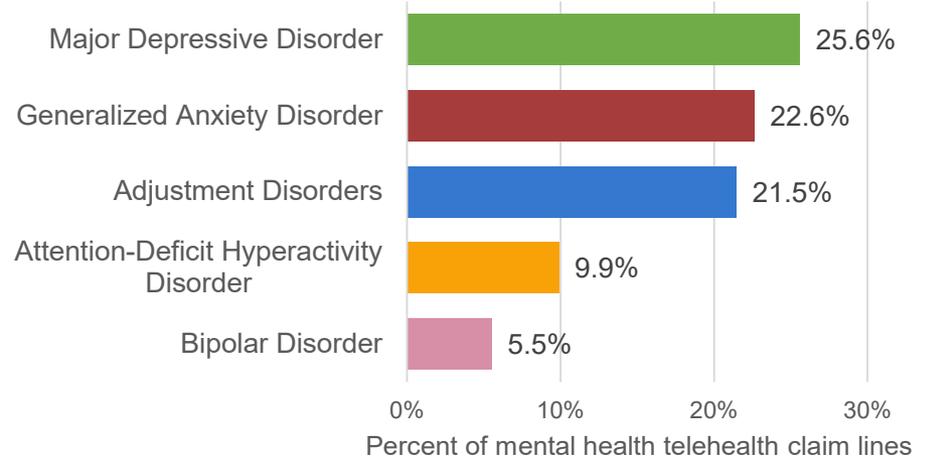


# Top Mental Health Diagnoses via Telehealth by Month, Texas, 2021

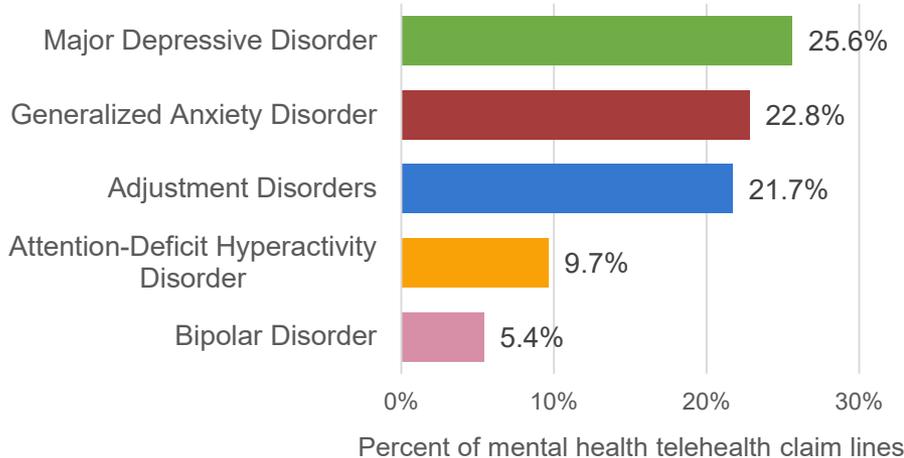
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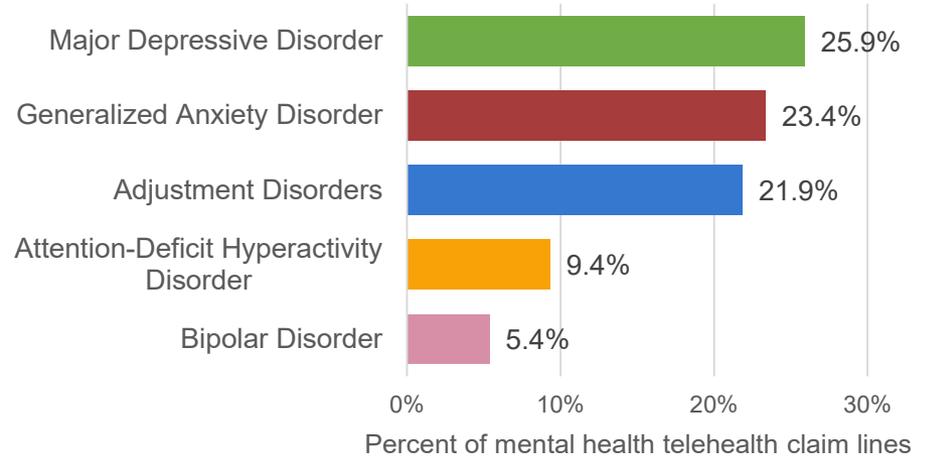
## February



## March

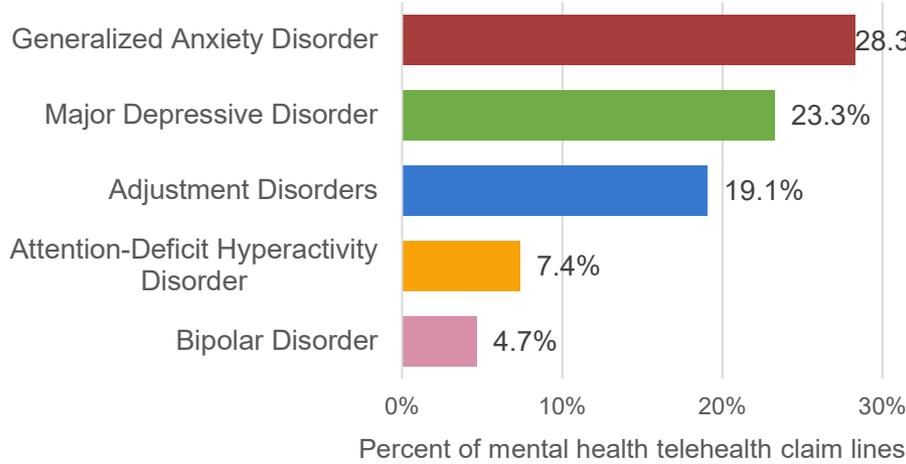


## April

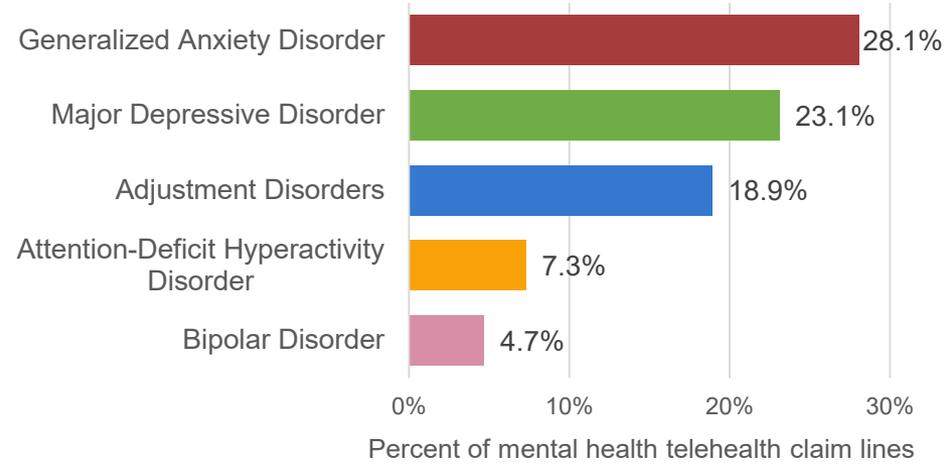


# Top Mental Health Diagnoses via Telehealth by Month, National, 2021

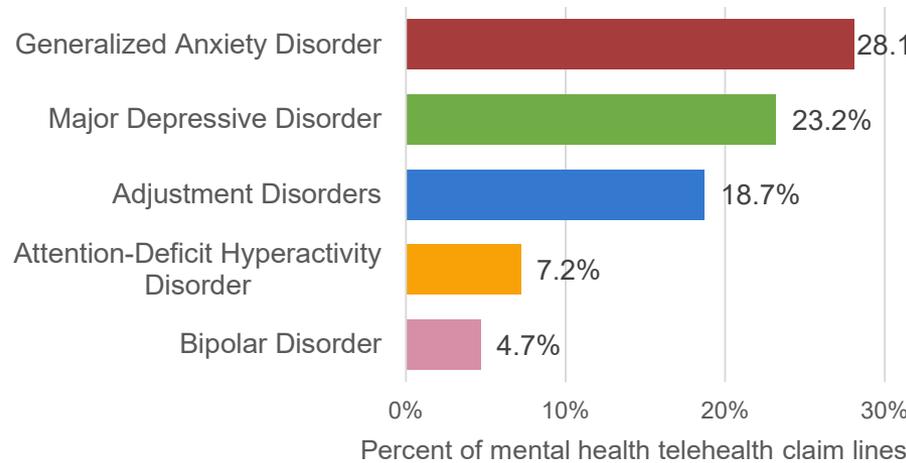
## January



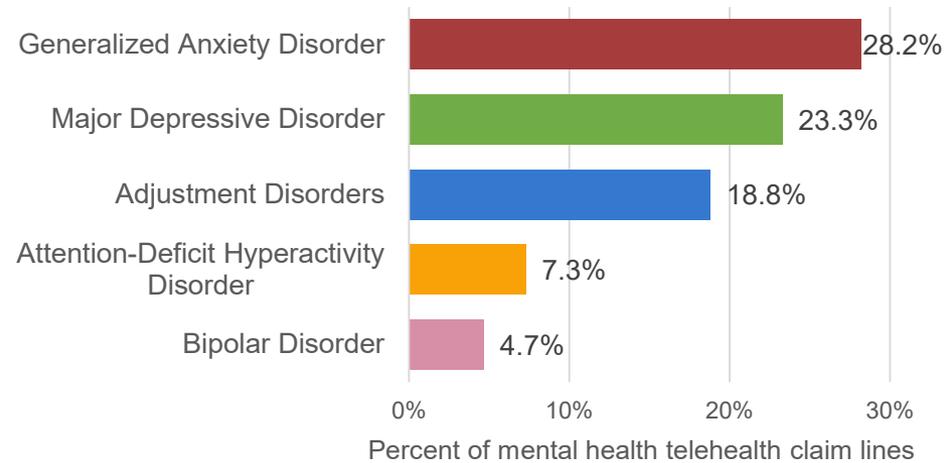
## February



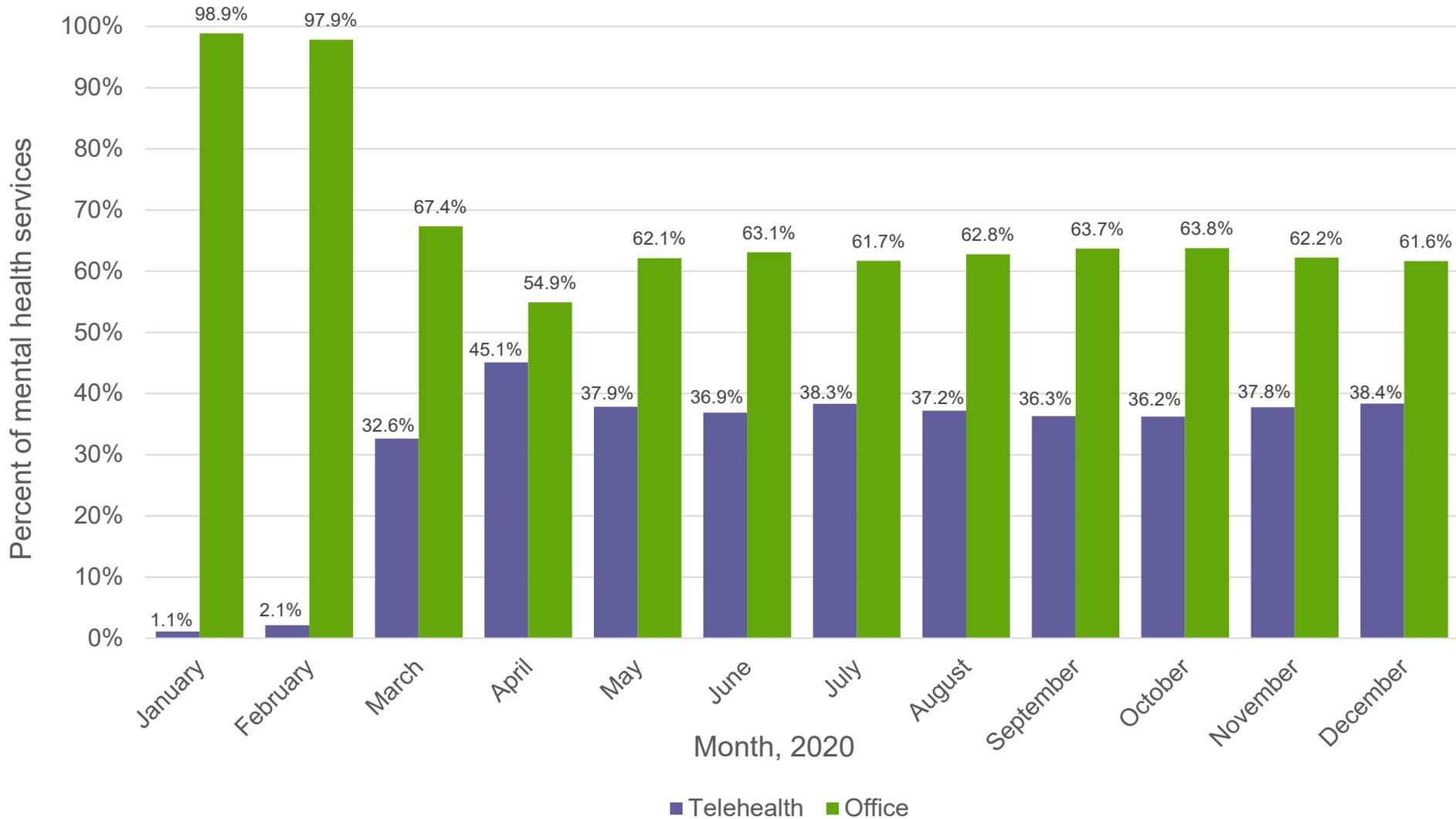
## March



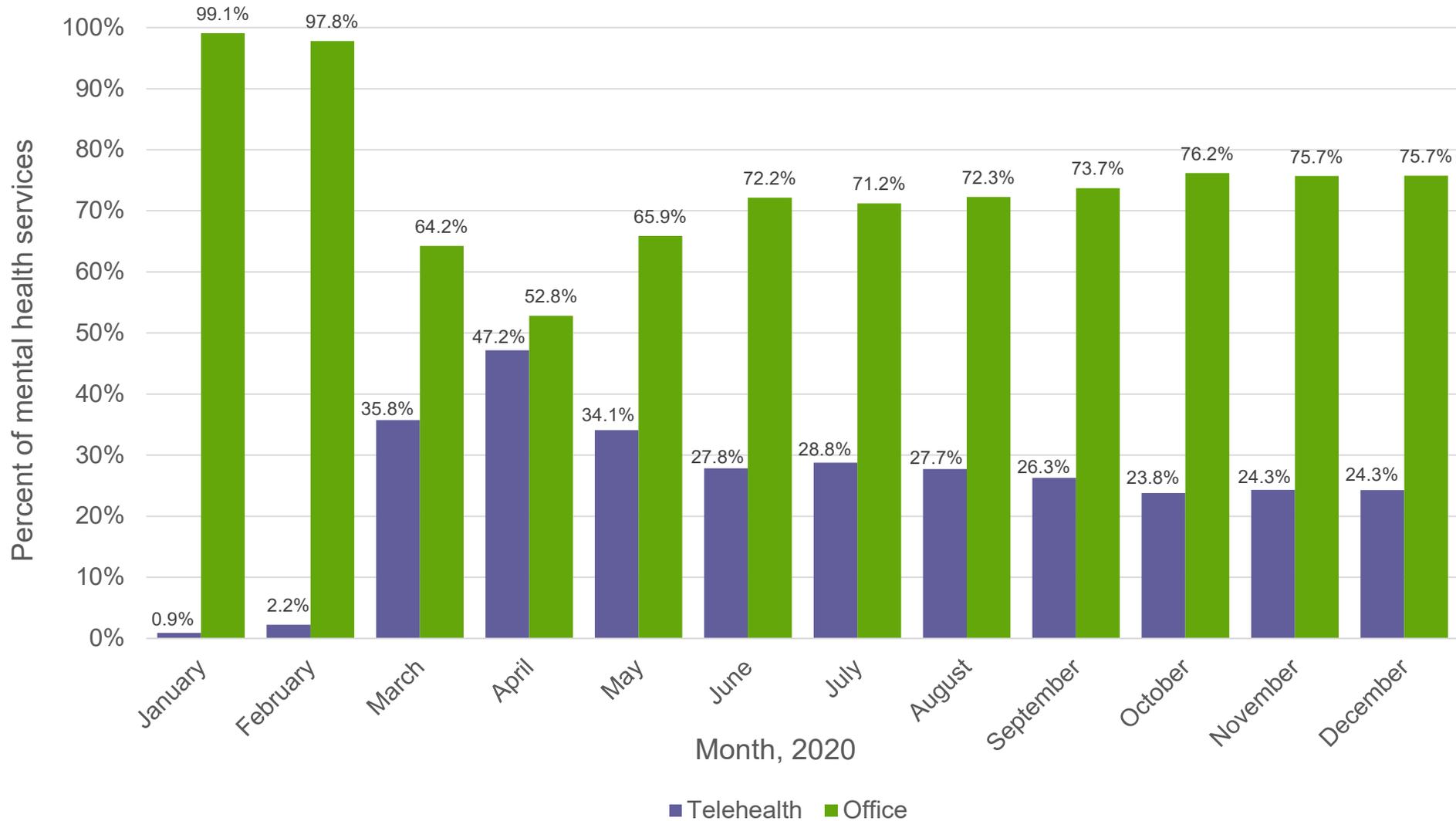
## April



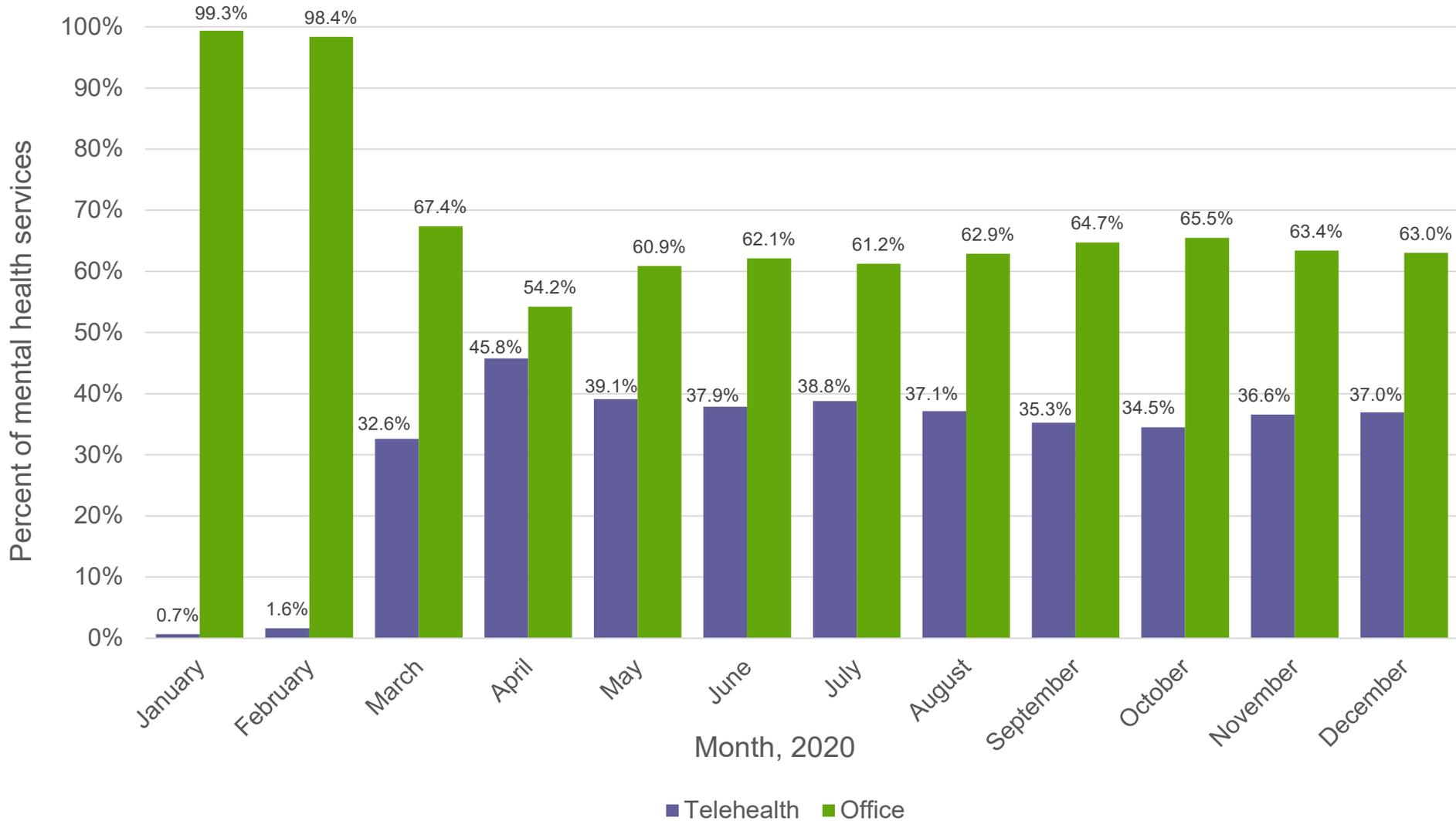
# Mental Health Services, Louisiana – Telehealth vs. Office, Patients 13 to 18 Years of Age



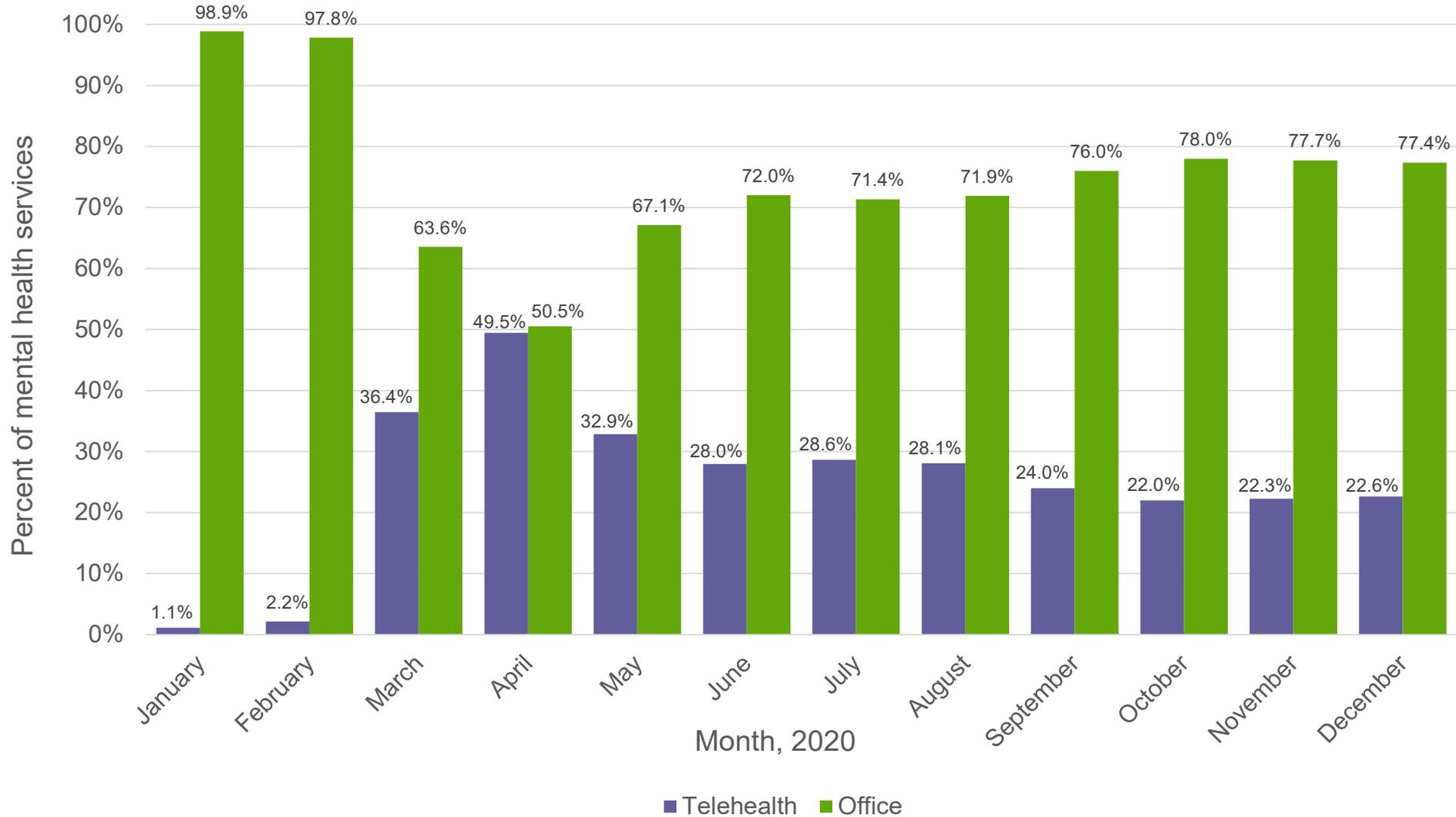
# Mental Health Services, Louisiana – Telehealth vs. Office, All Ages



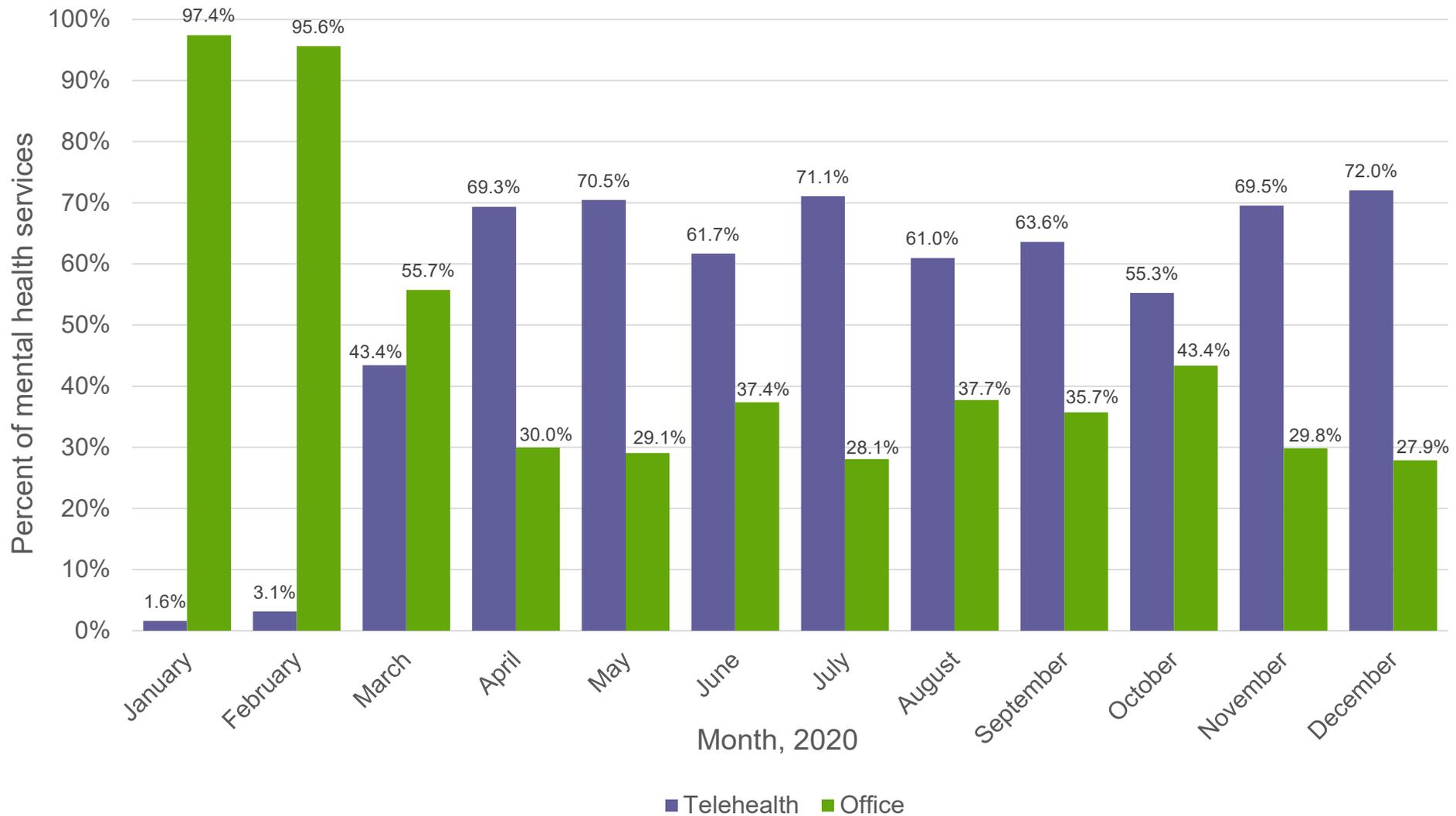
# Mental Health Services, Texas – Telehealth vs. Office, Patients 13 to 18 Years of Age



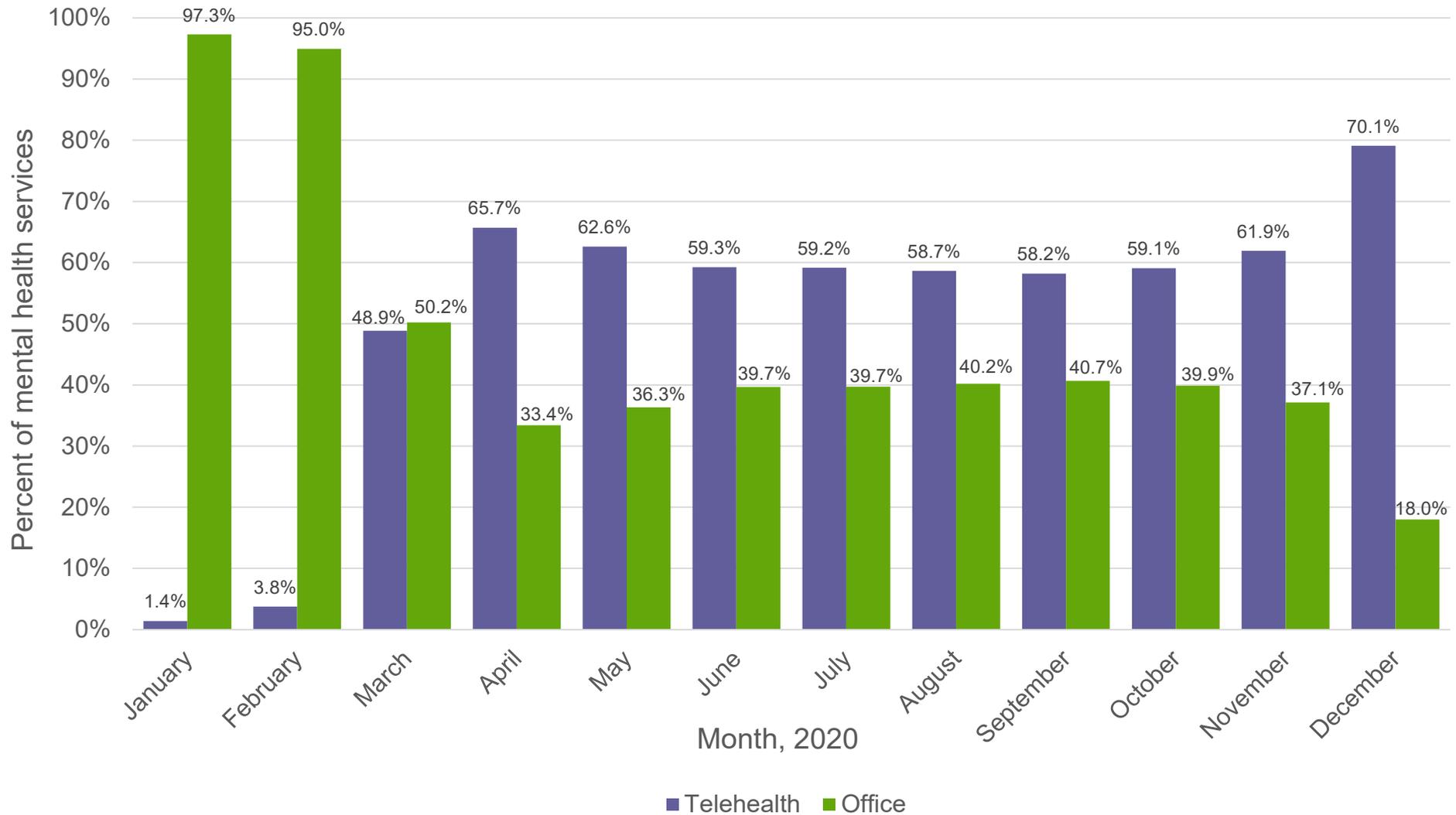
# Mental Health Services, Texas – Telehealth vs. Office, All Ages



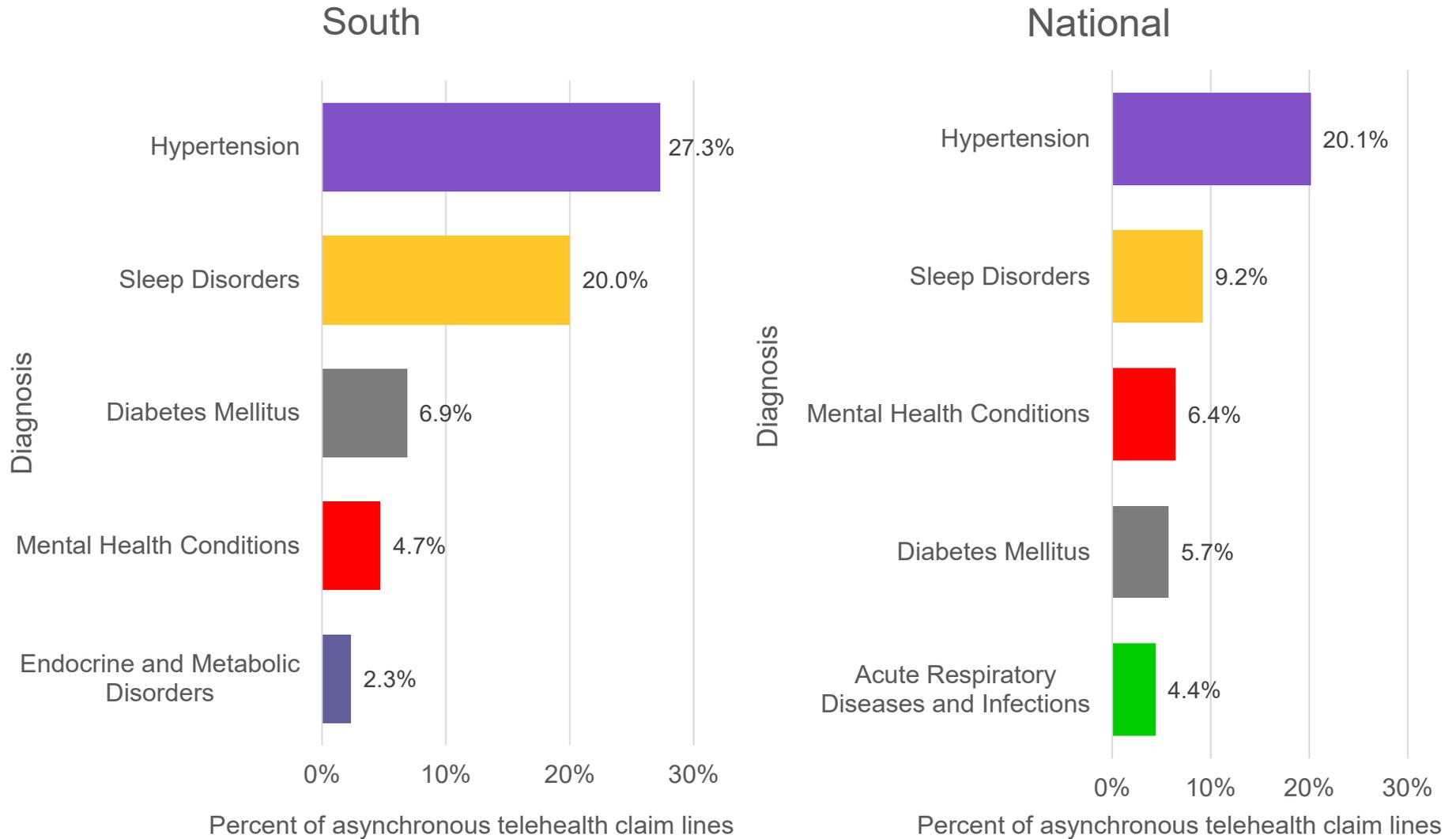
# Mental Health Services, National – Telehealth vs. Office, Patients 13 to 18 Years of Age



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



# Top Asynchronous Diagnoses, South and National, 2020

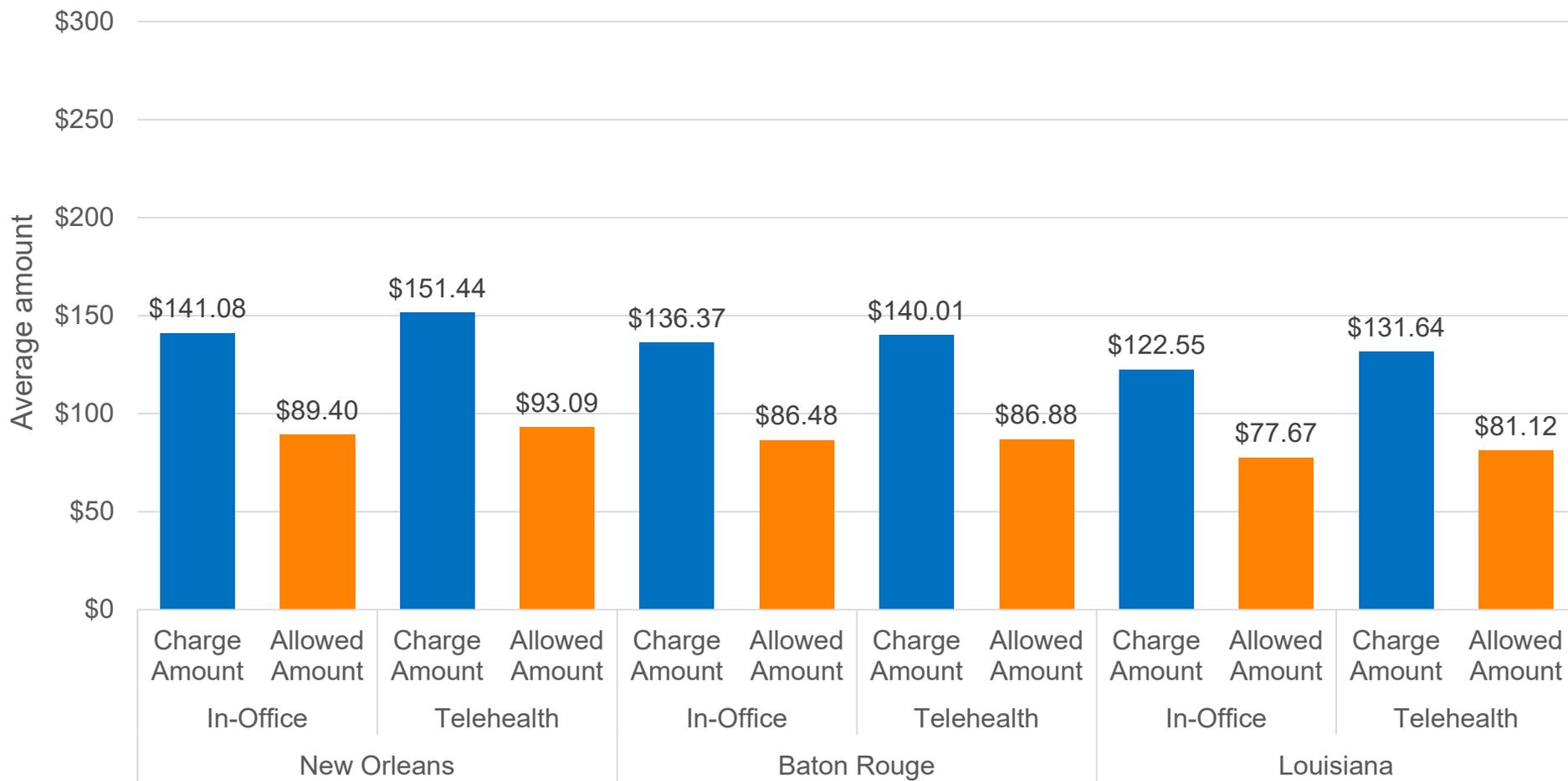


# FH<sup>®</sup> Allowed Telehealth

- 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

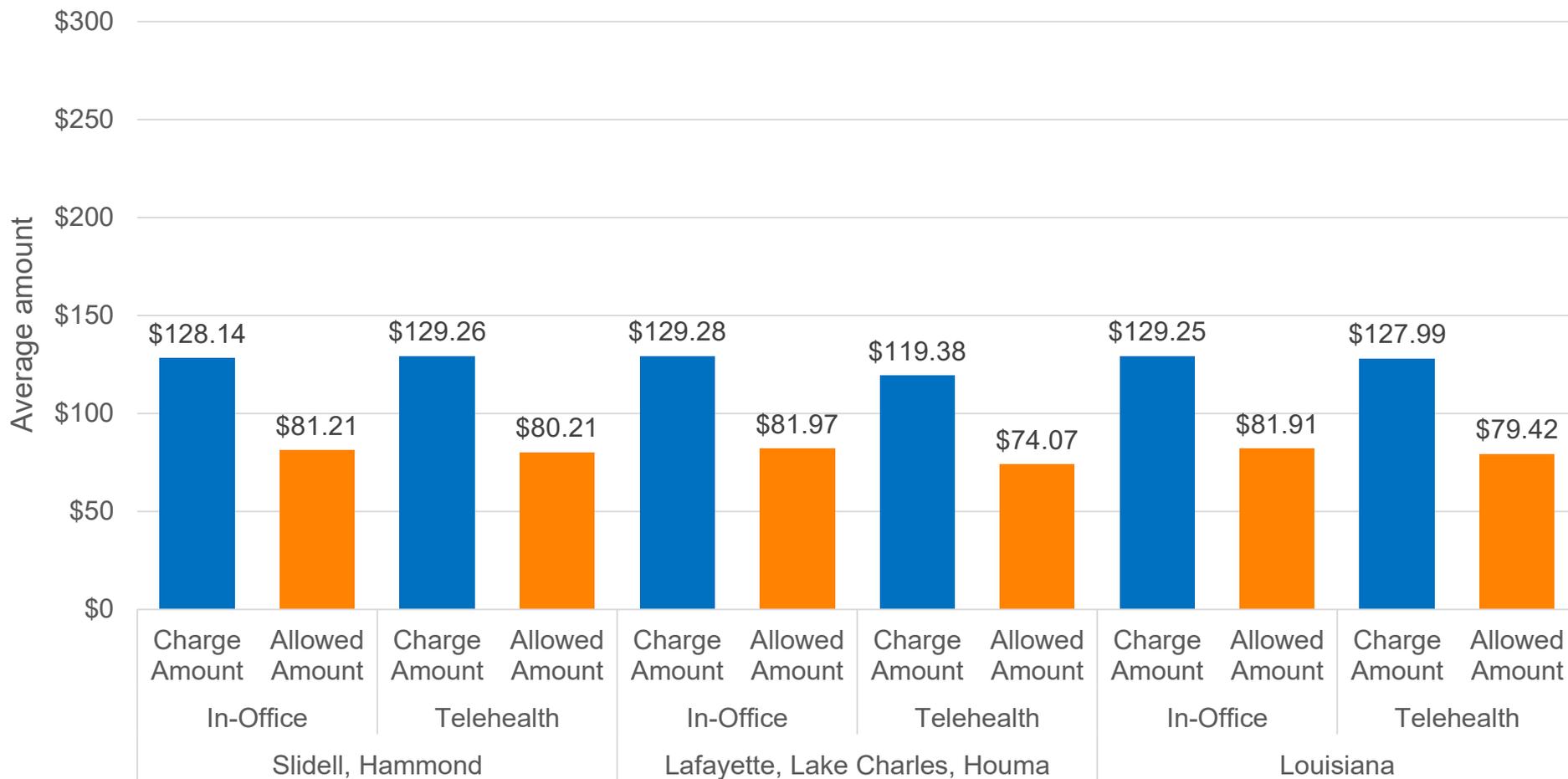


# Louisiana: CPT Code 90834 – In-Office vs. Telehealth, Charge vs. Allowed Amount, 2021



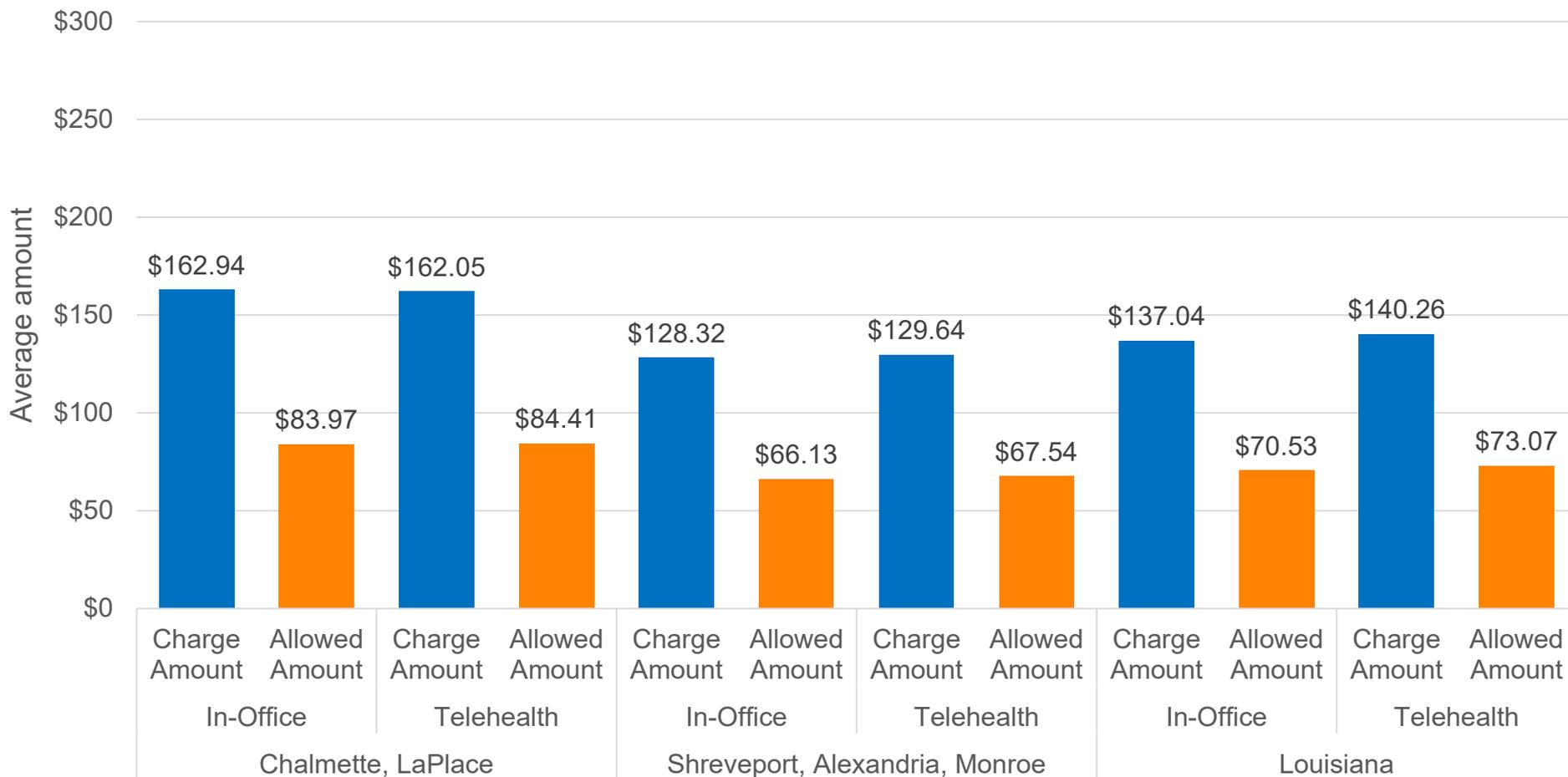
| CPT CODE | DESCRIPTION               |
|----------|---------------------------|
| 90834    | PSYCHOTHERAPY, 45 MINUTES |

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



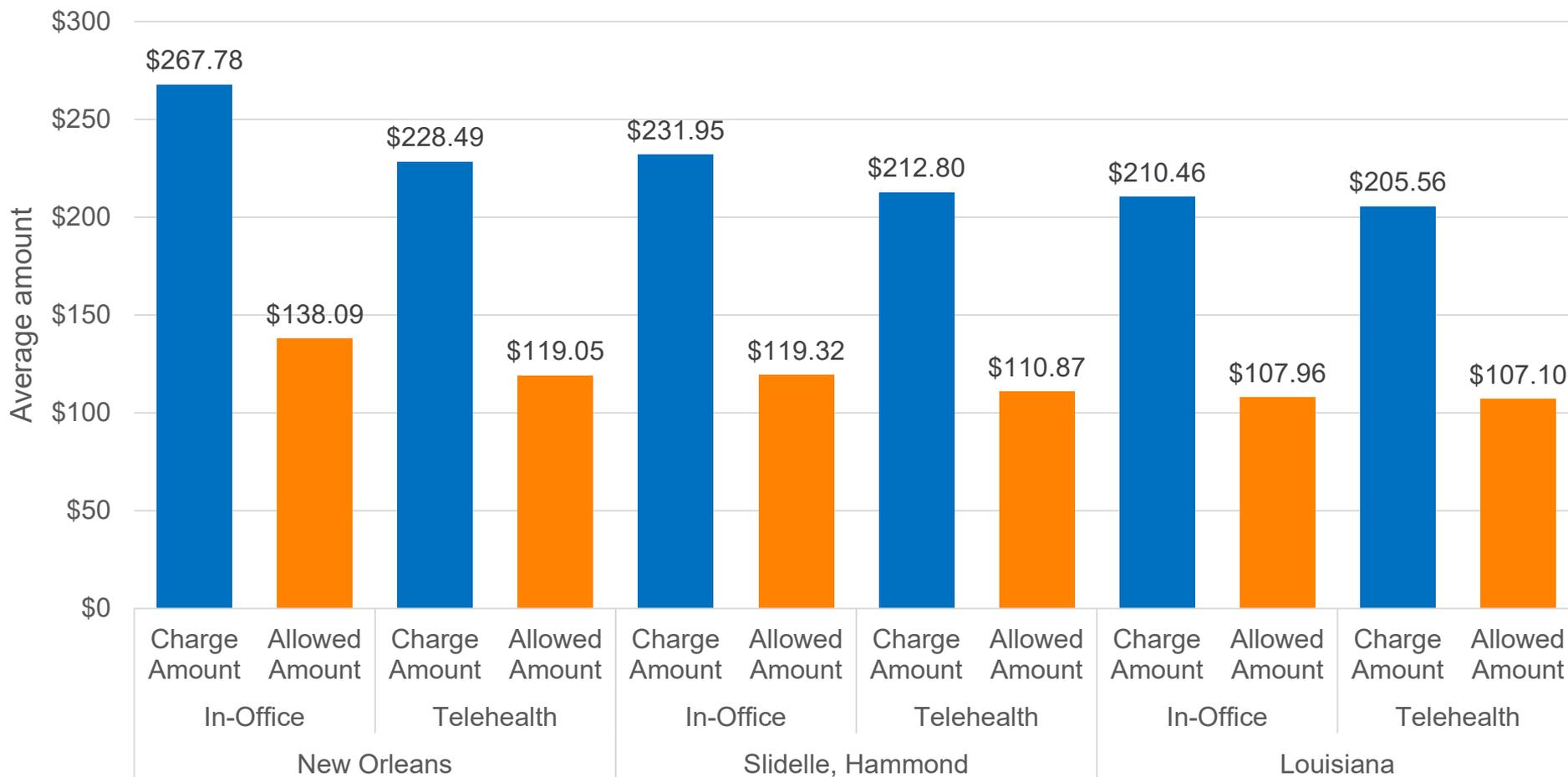
| CPT CODE | DESCRIPTION               |
|----------|---------------------------|
| 90837    | PSYCHOTHERAPY, 60 MINUTES |

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



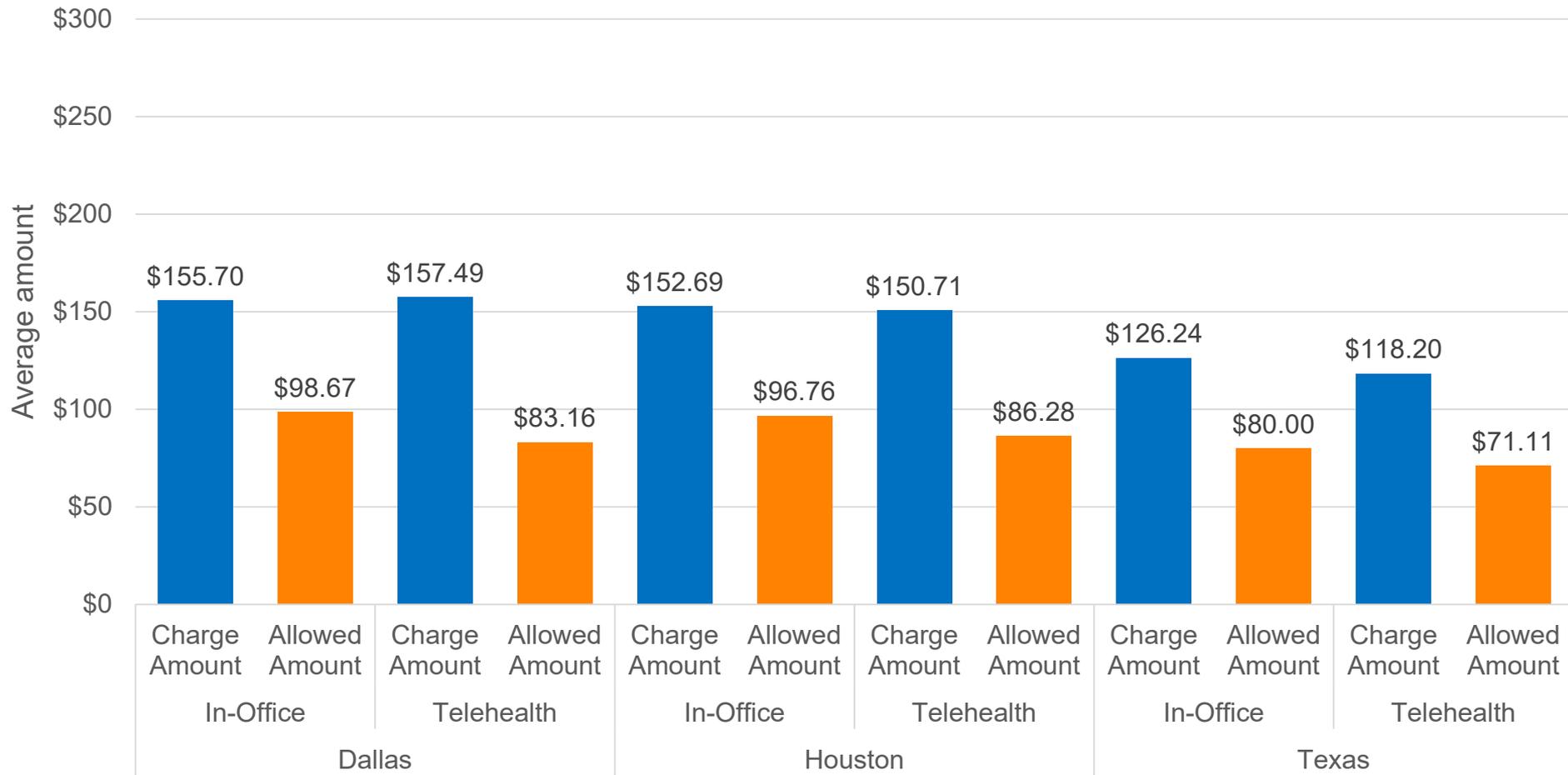
| CPT CODE | DESCRIPTION  |
|----------|--|
| 99213    | ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 20-29 MINUTES |

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



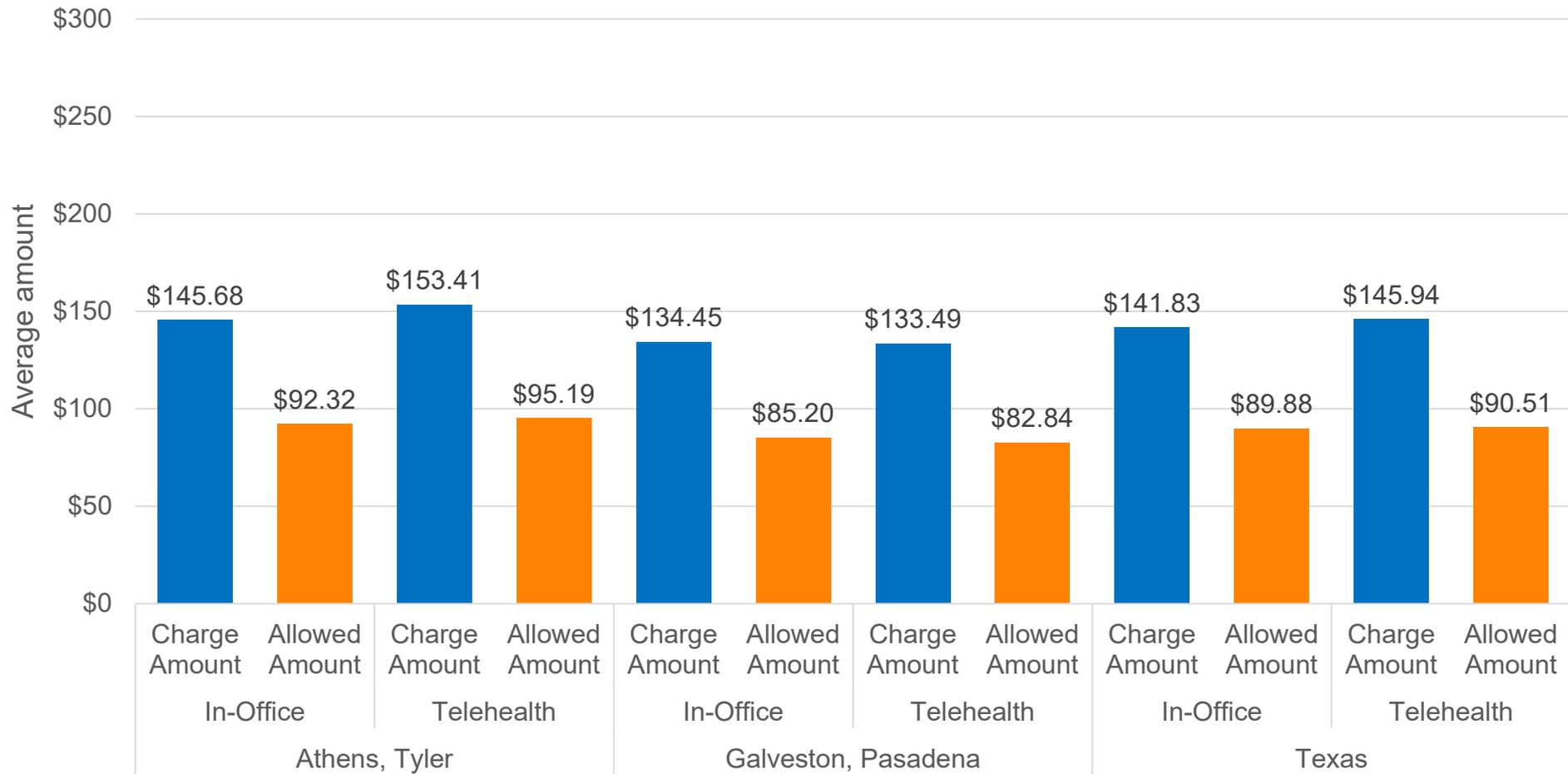
| CPT CODE | DESCRIPTION  |
|----------|--|
| 99214    | ESTABLISHED PATIENT OUTPATIENT VISIT, TOTAL TIME 30-39 MINUTES |

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



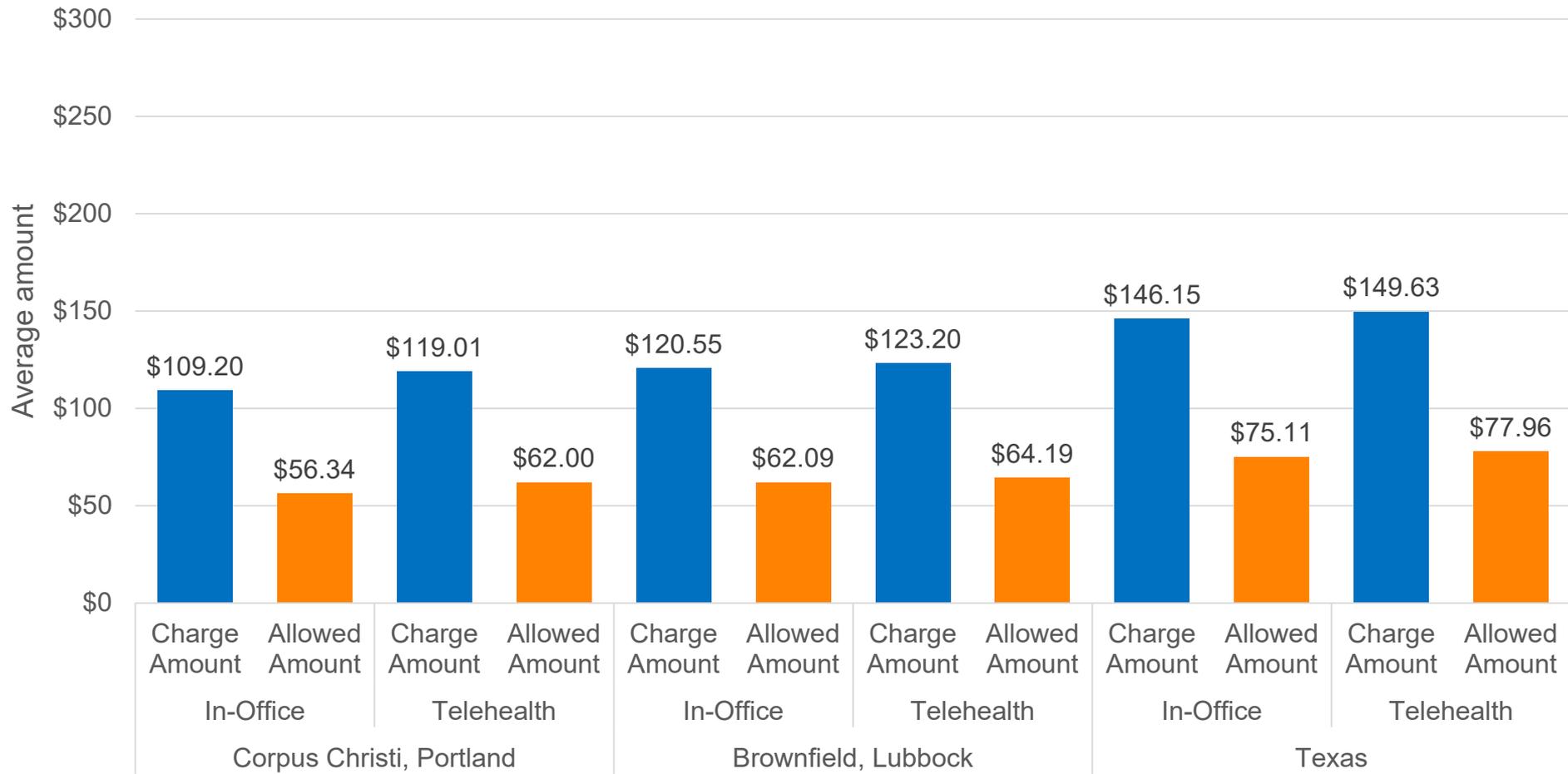
| CPT CODE | DESCRIPTION               |
|----------|---------------------------|
| 90834    | PSYCHOTHERAPY, 45 MINUTES |

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



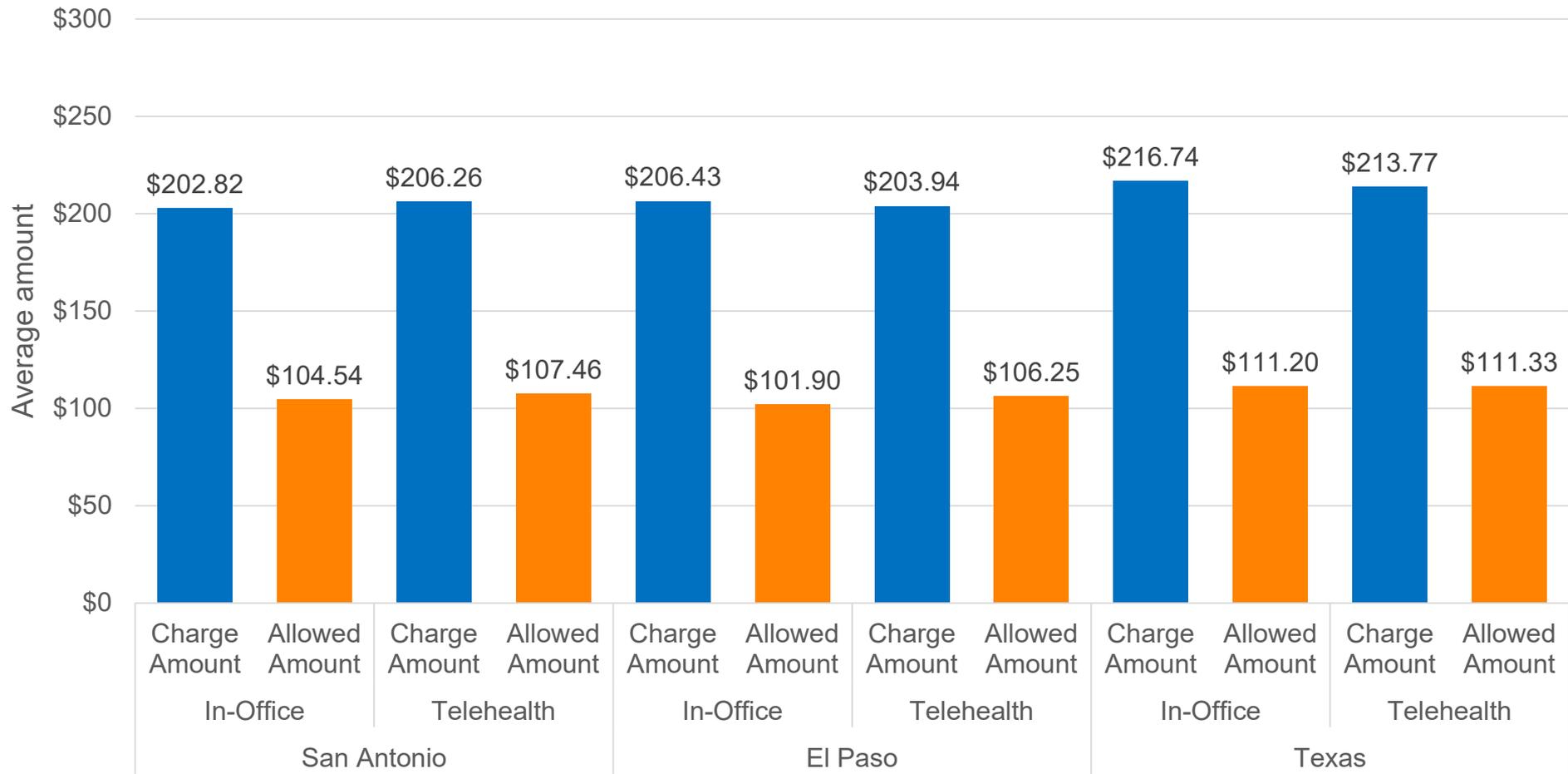
| CPT CODE | DESCRIPTION               |
|----------|---------------------------|
| 90837    | PSYCHOTHERAPY, 60 MINUTES |

# 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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