

# Telehealth & the COVID-19 Public Health Emergency: Update

## *Claim Utilization and Results*

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning

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# Pre vs. Post PHE Telehealth Policy

## Pre PHE

- Provider Type and Services restricted to [Telemedicine Services Code Set](#) and 405 IAC 5-38-4 Limitations
- No audio or telephone-only telehealth via IAC and IC

## During PHE

- Expanded Provider Types and Services
- Not limited to Telemedicine Services Code Set
- Temporary Revisions to 405 IAC 5-38-4 limitations
- Allowed for telephone/audio-only telehealth

# Telehealth Claims *Data Analysis*

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning



# Data Considerations

## 2019

- Developed our telehealth billing guidance August 2019

## 2020

- Broad audio-only telehealth coverage, not restricted to telephone-only codes
- Expanded telehealth coverage w/ GT modifier
- Demographics information for 2020



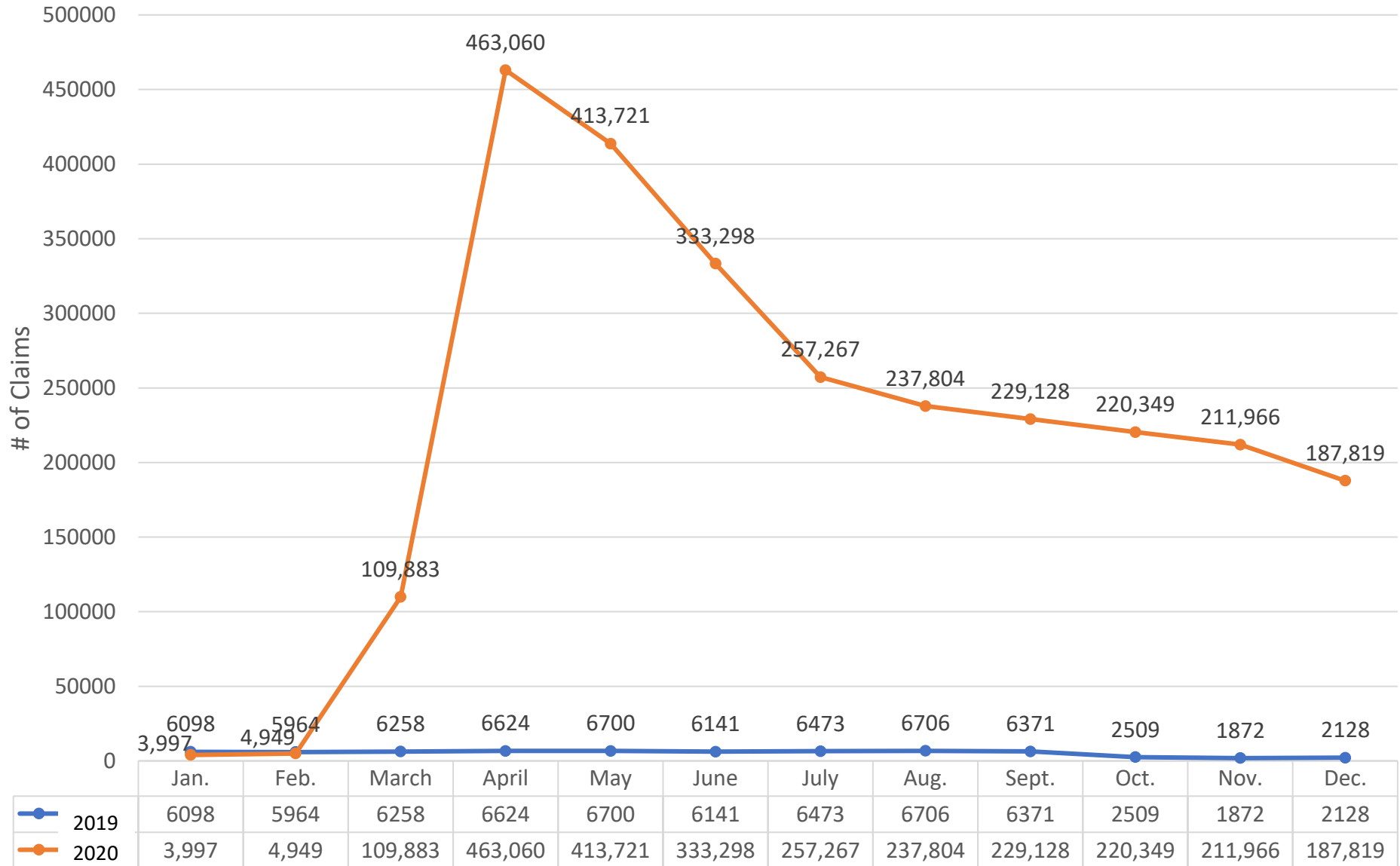
Updated 2019 data  
cleaning

## Summary Statistics



2019		2020	
Total Number of Telehealth Claims	63,844	Total Number of Telehealth Claims	2,673,241
Total Paid in Reimbursement	\$4,871,436	Total Paid in Reimbursement	\$151,189,713

# Telehealth Utilization 2019 vs. 2020

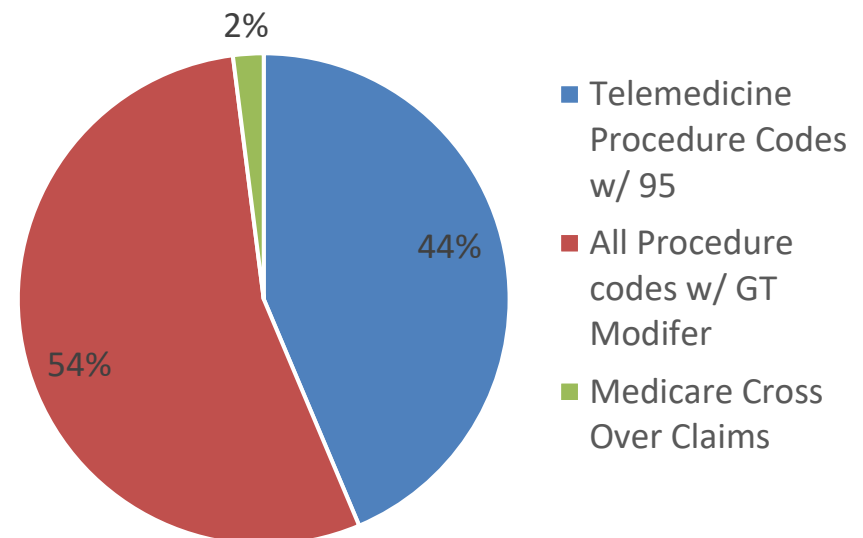




# Claim Types

Type of Procedure Code/Claim	Total # of Claims
Telemedicine Procedure Codes w/ 95	1,166,926
All Procedure codes w/ GT Modifier	1,452,606
Medicare Cross Over Claims	53,709
<b>Grand Total</b>	<b>2,673,241</b>

2020 Telehealth Claims Type





# Services

## Jan-June Telehealth Codes

#	Top 5 Utilized Services		# of Claims
1	99213	Office/outpatient visit, est. patient, 20-29 min	170,166
2	90834	Psychotherapy, 45 min	95,242
3	99214	Office/outpatient visit, est. patient, 30-39 min	91,728
4	90832	Psychotherapy, 30 min	69,678
5	90837	Psychotherapy, 60 min	48,639

## July-Dec Telehealth Codes

#	Top 5 Utilized Services		# of Claims
1	99213	Office/outpatient visit, est. patient, 20-29 min	137,547
2	90834	Psychotherapy, 45 min	84,037
3	99214	Office/outpatient visit, est. patient, 30-39 min	79,087
4	90832	Psychotherapy, 30 min	51,348
5	90837	Psychotherapy, 60 min	48,759





# Providers

## Telehealth Codes

#	Top 5 Provider Types			
	Jan-June	# Claims	July-Dec	# Claims
1	Behavioral Health	282,147	Behavioral Health	255,829
2	Physician	171,800	Clinic	130,327
3	Clinic	156,331	Physician	128,239
4	School	8,185	School	13,090
5	Hospital	7,488	Hospital	5,319

## All Codes + GT

#	Top 5 Provider Types			
	Jan-June	# Claims	July-Dec	# Claims
1	Behavioral Health	541,728	Behavioral Health	585,880
2	Hospital	64,656	Hospital	95,188
3	Clinic	25,229	Clinic	52,708
4	Physician	23,431	Physician	43,911
5	Therapist	10,384	Therapist	6,760

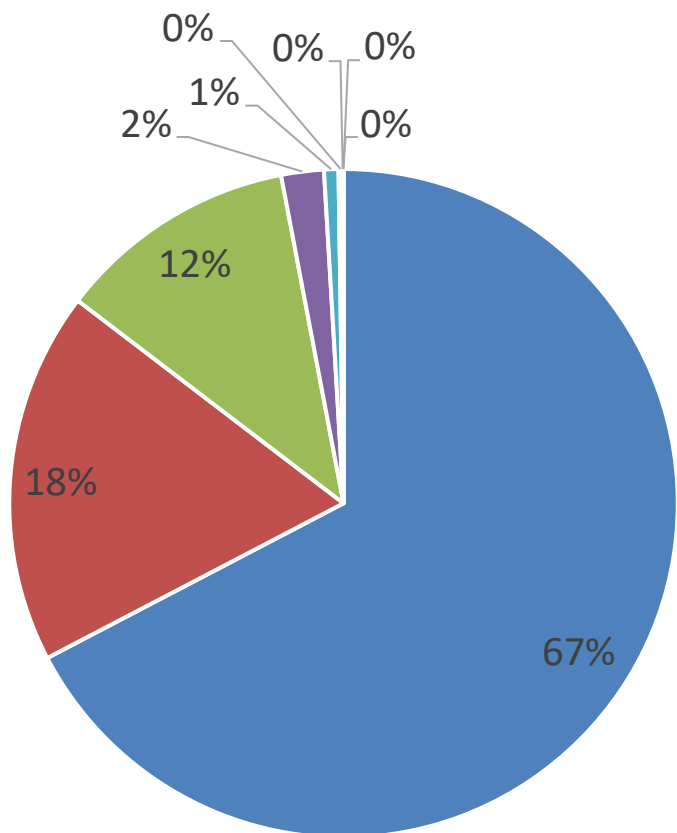


# Demographic Data

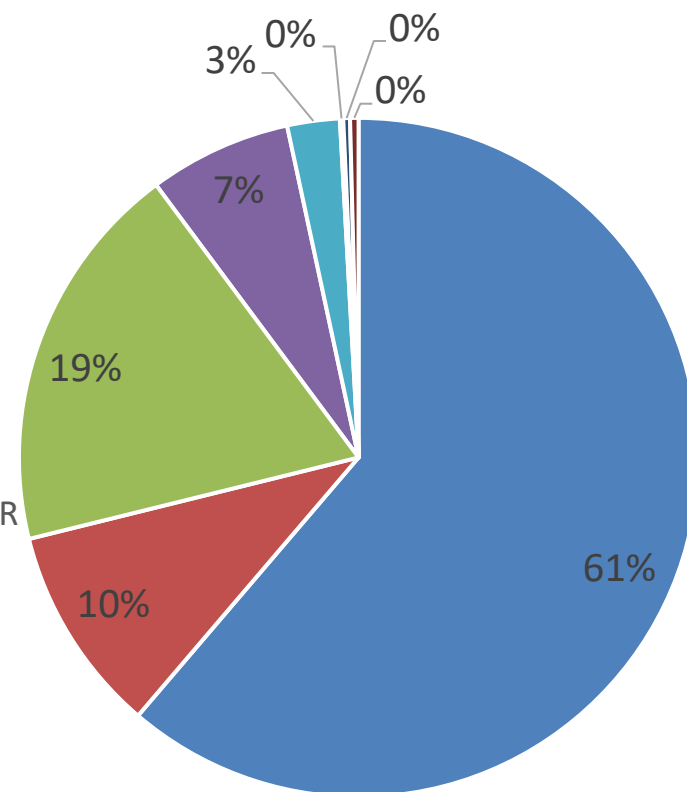
	Race/Ethnicity	# of Claims	% of Claims	% Medicaid Members*
1	CAUCASIAN	1,802,600	67.3% ↑	61.3%
2	NOT AVAILABLE	482,652	18.0 % ↑	9.9%
3	BLACK	311,413	11.6% ↓	18.7%
4	HISPANIC	55,167	2.1% ↓	6.8%
5	ASIAN OR PACIFIC ISLANDER	18,564	0.7% ↓	2.5%
6	AMERICAN INDIAN/ALASKAN NATIVE	4,876	0.2%	.16%
7	WHITE (NON-HISPANIC)	887	0.0%	.32%
8	NOT PROVIDED	685	0.0%	.40%
9	OTHER RACE OR ETHNICITY	39	0.0%	N/A

\*Data obtained from OPA Report: Member Engagement, Geography Profile  
<https://analytics.fssa.in.gov/group/opa-hhs/find-reports>

### % of Telehealth Claims



### % of Medicaid Members



- CAUCASIAN
- NOT AVAILABLE
- BLACK
- HISPANIC
- ASIAN OR PACIFIC ISLANDER
- AMERICAN INDIAN OR ALASKAN NATIVE
- WHITE (NON-HISPANIC)
- NOT PROVIDED
- OTHER RACE OR ETHNICITY

# Questions?

Thanks!

