TELEHEALTH IN COLORADO 2019-2021

The onset of COVID-19 in early 2020 resulted in immediate changes in policies that enabled the expanded use of telehealth in Colorado. This infographic shows the trends in telehealth use pre- and post-pandemic. For the full interactive Telehealth Services Analysis, including more information on demographic and geographic variation, visit our website at civhc.org.

UTILIZATION

Number of telehealth visits increased post pandemic and still remain high

- 2000% increase from 2019 to 2020
- 11% decrease from 2020 to 2021

2021: 1 visit per person; 4.4M TOTAL
2020: 1 visit per person; 4.9M TOTAL
2019: 1 visit per 10 people; 260k TOTAL

Telehealth Medicaid visits increased the most across all payers from 2019-2020

Commercial:
- 39.1M in 2019 (88.6K)
- 38.9M in 2020 (115.4K)
- 38.4M in 2021 (123.9K)

Medicaid:
- 4.3M in 2019 (474K)
- 4.0M in 2020 (3.4M)
- 3.9M in 2021 (3.3M)

*Medicare:
- 27.8M in 2019 (72.3K)
- 27.3M in 2020 (30.4K)

Medicare Advantage:
- 31.1M in 2019 (572K)
- 29.3M in 2020 (452K)

DIAGNOSES

Mental health is the top telehealth diagnosis category for all years and increased in both 2020 and 2021

- 2019: 31% Mental Health
- 2020: 47% Mental Health
- 2021: 59% Mental Health

Mental health conditions include:
- Depression
- Anxiety Disorders
- Schizophrenia, etc.

With the exception of mental health, the top telehealth diagnoses categories per year have changed

2021:
- 59% Mental Health
  - Depression, Anxiety Disorders, Schizophrenia, etc.
- 5% Endocrine / Nutritional
  - Hyperthyroidism, Diabetes, etc.
- 9% Nervous
  - Spinal Cord Injury, Bell’s Palsy, etc.

2020:
- 47% Mental Health
  - Depression, Anxiety Disorders, Schizophrenia, etc.
- 7% Endocrine / Nutrition
  - Hypothyroidism, Diabetes, etc.
- 6% Musculoskeletal & Nervous
  - Arthritis, Osteoporosis, etc. / Spinal Cord Injury, Bell’s Palsy, etc.

2019:
- 31% Mental Health
  - Depression, Anxiety Disorders, Schizophrenia, etc.
- 13% Respiratory
  - Asthma, Chronic Bronchitis, Emphysema, etc.
- 7% Circulatory
  - Anemia, Heart Failure,Cardiovascular etc.

For all age groups except people over 65 and older, 75% of all telehealth visits were for mental health

PROVIDER TYPES

In 2020 and 2021 behavioral health providers saw the highest percentage of patients via telehealth compared to 2019

2019:
- 42% Primary Care
- 33% Behavioral Health
- 23% Other

2020:
- 33% Behavioral Health
- 29% Primary Care
- 25% Other

2021:
- 46% Behavioral Health
- 22% Primary Care
- 19% Other