Telehealth in Colorado: Advancing Access to Essential Health Care Services

January 19, 2023

Presenters

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Housekeeping

- All lines are muted

- Please ask questions in the Chat box

- Webinar is being recorded

- Slides and a link to the recording will be posted on the Event Resources page on **civhc.org**

Our Mission

We strive to empower individuals, communities, and organizations through collaborative support services and health care information to advance the Triple Aim: Better Health, Better Care, Lower Cost

We are:
- Non-profit
- Independent
- Objective

Who We Serve

Change Agents

Individuals, communities, or organizations working to lower costs, improve care, and make Colorado healthier.

Clinicians

Hospitals

Government

Consumers

Employers

Researchers

Health Plans

Non-Profits

What's **IN** the CO APCD?

870+ Million Claims (2013-2021)

36 Commercial Payers, + Medicaid & Medicare*

5+ Million Lives*, Including 1M (50%) of self-insured

Nearly 70% of Covered Lives (medical only)*

Trend information 2013-Present

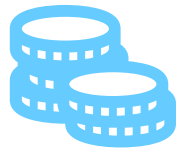*Reflects 2021 calendar year only

What's **NOT** In the CO APCD

Federal Programs – VA, Tricare, Indian Health Services

Majority of **ERISA-based self-insured employers**
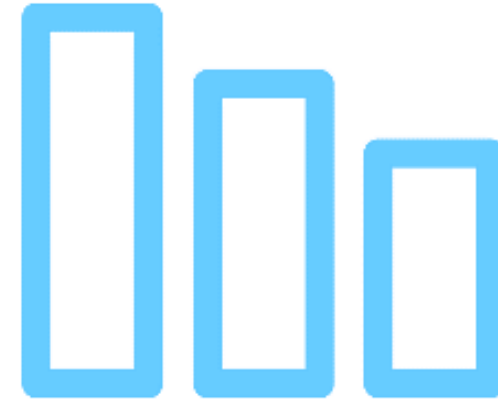
Uninsured and **self-pay claims**

Supplemental Info (incomplete)

How we inform

Public CO APCD Data
Identify opportunities for improvement in your community through interactive reports and publications

Non-Public CO APCD Data
License data from the most comprehensive claims database in CO to address your specific project needs

Agenda

- Understand how use of telehealth services has changed since the onset of COVID-19

- Learn what types of services Coloradans are accessing via telehealth and how it differs by payer and region

- Identify how provider payments compare for telehealth vs. in-person services

- Understand state efforts to reduce telehealth barriers, improve access and address health inequities

Poll Question

- Have you used telehealth services since the onset of the Covid-19 Pandemic (March 2020)?
  - Yes
  - No

CIVHC Telehealth Services Analysis

- Goal: to provide stakeholders with information to understand telehealth services prior to the onset of COVID-19, and the impact the pandemic has had on telehealth service use. CIVHC plans to update this report annually moving forward to enable users to track trends in telehealth services over time and the impact on cost and utilization.

- The current report provides data from **January 2019 through January 2022.**

CIVHC Telehealth Services Analysis

- **Telemedicine** refers to services that occur with a provider in real time. (i.e. both parties are present via phone or video and are interacting at the same time)

- **Telehealth** refers to services that do not happen in real time such as remote medical device monitoring.

Our analysis includes both definitions!

CIVHC Telehealth Services Analysis

- This analysis helps answer several key questions about telehealth services:
  - How has telehealth use changed as a result of the pandemic?
  - Have the types of telehealth services patients are accessing changed?
  - Are different providers now delivering telehealth services?
  - How does the use of telehealth differ between counties across the state?
  - How much are we spending on telehealth per person and as a state?
  - What are the trends in telehealth use post-pandemic?

Telehealth Services Analysis Demo
civhc.org > Get Data> Public Data> Focus Areas >Telehealth Services Analysis

TELEHEALTH IN COLORADO

TABLE OF CONTENTS

Telehealth in Colorado Overview
Why, where and who is providing telehealth services over time by payer type, telehealth type, and county.

Telehealth Services Detail
Top 10 services, diagnoses, and providers of telehealth by payer type, telehealth type, and Division of Insurance Region (DOI).

Telehealth Demographics Focus
Utilization of telehealth services by age, race/ethnicity, and sex.

Telehealth Trends
Telehealth use by payer type, telehealth type, provider type, and county over time.

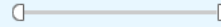| TABLE OF CONTENTS | OVERVIEW | SERVICES DETAIL | DEMOGRAPHICS FOCUS | TELEHEALTH TRENDS |

TELEHEALTH IN COLORADO OVERVIEW

GLOBAL DASHBOARD FILTERS

SELECT A **TIME PERIOD:** January 2019 — January 2022
SELECT A **PAYER TYPE:** All Payer Types
SELECT A **TELEHEALTH TYPE:** Telemedicine & Telehealth
SELECT **COST OR UTILIZATION:** Utilization

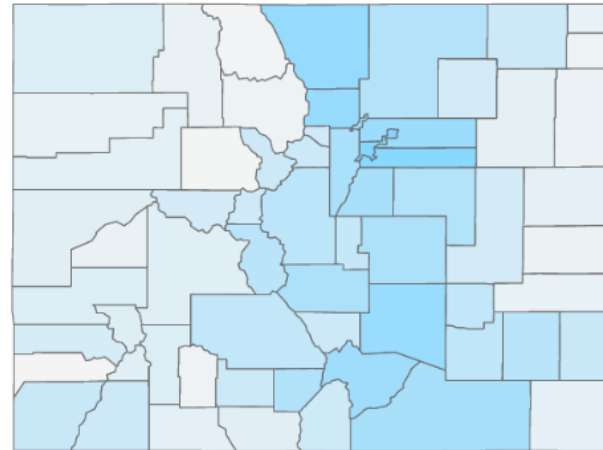| 9,496,515	$1,067,520,812	927	$180
Total Services	Total Spending	Services per 1,000 People	Spending per Person per Year

Where are patients receiving telehealth live?
Click on any county to filter by geography.

© OpenStreetMap

Services per 1,000 persons
351 — 1,165

Why are patients accessing telehealth?
Top Diagnosis Categories by Utilization

Mental Health Conditions	52%
Endocrine/Nutiritional Conditions	6%
Musculoskeletal Conditions	5%
Nervous System Conditions	5%

What services are being provided?
Top Service Categories by Utilization

Office or Other Outpatient E&M Services - Established Patient	31%
Psychiatry Services and Procedures	30%
Other	10%
Telephone Services	9%

Who is providing telehealth?
Top Service Provider Types by Utilization

Behavioral Health	39%
Other	23%
Primary Care	23%
Internal Medicine Subspecialty	5%

Source: Colorado All Payer Claims Database (CO APCD), 2022
*"All" payers does NOT include Medicare Fee-For-Service after June 2021

Poll Question

- Which of these categories and/or features would you find valuable in future iterations?
  - Broadband internet access
  - Other Social Determinant of Health (SDoH) measures
  - Deeper look at patients with chronic conditions i.e.
    - kinds of services they receive and providers that serve that population
  - Rural vs. Urban Counties
  - Expanded look at the different modalities i.e.
    - virtual conferencing v. mobile health v. remote patient monitoring

Insights and Findings 2019-2021: Utilization

Number of telehealth visits increased post pandemic and still remain high

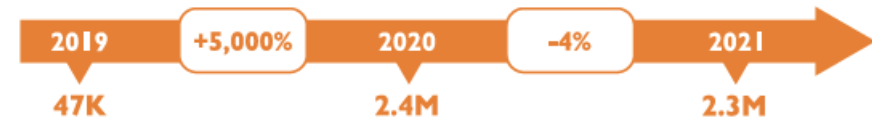**2000%** increase from 2019 to 2020

-11% decrease from 2020 to 2021

2021	I visit per person	4.4M TOTAL
2020	I visit per person	4.9M TOTAL
2019	I visit per 10 people	260K TOTAL

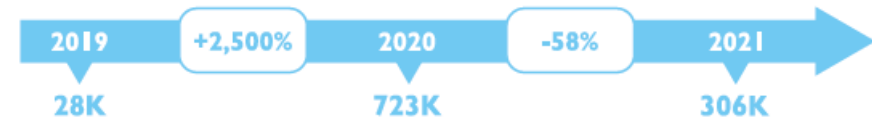Telehealth Medicaid visits increased the most across all payers from 2019- 2020

Commercial

| 2019 | +1,300% | 2020 | +8% | 2021 |
| 88K | | 1.2M | | 1.3M |

Medicaid

| 2019 | +5,000% | 2020 | -4% | 2021 |
| 47K | | 2.4M | | 2.3M |

*Medicare

| 2019 | +2,500% | 2020 | -58% | 2021 |
| 28K | | 723K | | 306K |

Medicare Advantage

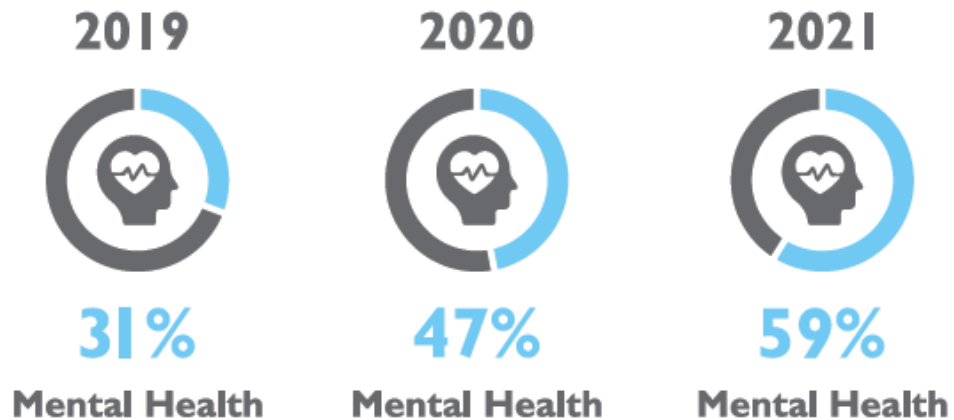| 2019 | +1,200% | 2020 | -22% | 2021 |
| 43K | | 572K | | 443K |

Insights and Findings 2019-2021: Diagnoses

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

2019	2020	2021
31%	**47%**	**59%**
Mental Health	Mental Health	Mental Health

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

For all age groups except people over 65+, 75% of all telehealth visits were for MH

Legend: ■ Mental Health Conditions ■ Musculoskeletal Conditions ■ Endocrine/Nutritional Conditions
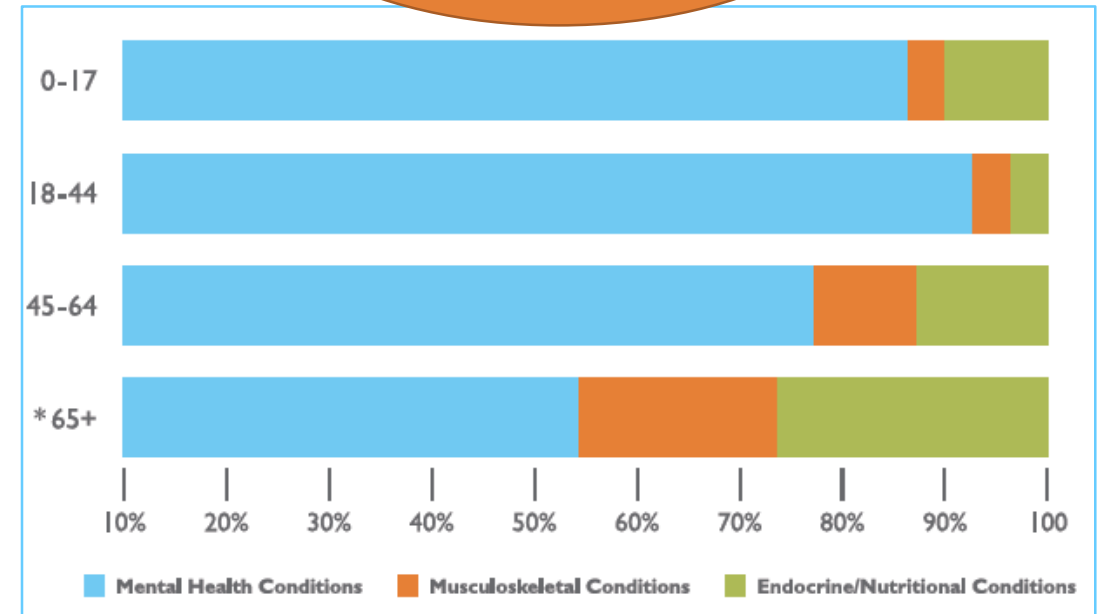
Insights and Findings 2019-2021: Diagnoses

2019

31% — **Mental Health** (Depression, Anxiety Disorders, Schizophrenia, etc.)

13% — **Respiratory** (Asthma, Chronic Bronchitis, Emphysema, etc.)

7% — **Circulatory** (Aneurysms, Heart Failure, Cardiopulmonary etc.)

2020

47% — **Mental Health** (Depression, Anxiety Disorders, Schizophrenia, etc.)

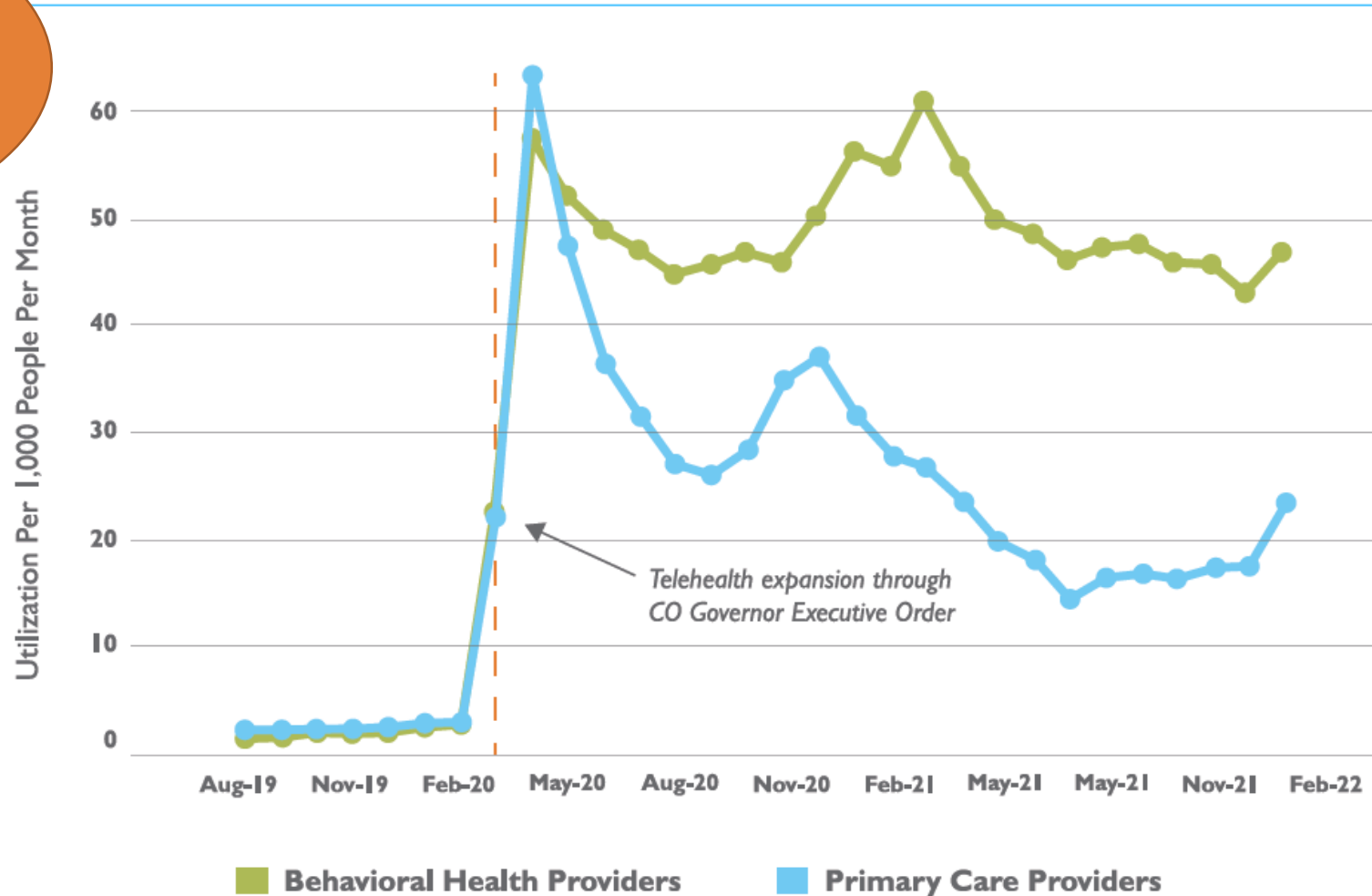**7%** — **Endocrine / Nutrition** (Hyperthyroidism, Diabetes, etc.)

6% — **Musculoskeletal & Nervous** (Arthritis, Osteoporosis, etc. / Spinal Cord Injury, Bell's Palsy, etc.)

2021

59% — **Mental Health** (Depression, Anxiety Disorders, Schizophrenia, etc.)

5% — **Endocrine / Nutritional** (Hyperthyroidism, Diabetes, etc.)

5% — **Nervous** (Spinal Cord Injury, Bell's Palsy, etc.)

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

Insights and Findings 2019-2021: Trends

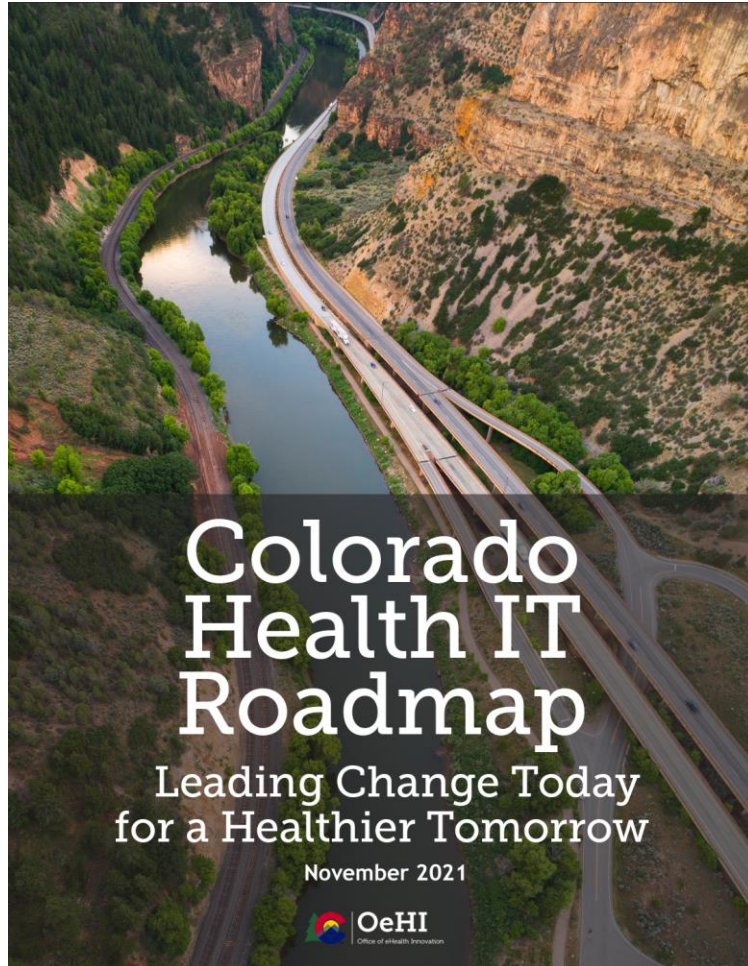Telehealth visits with BH providers have remained high while visits with PCPs have dropped more

Utilization Per 1,000 People Per Month

Telehealth expansion through CO Governor Executive Order

Behavioral Health Providers   Primary Care Providers

Telehealth Efforts out of the Office of eHealth Innovation

January 19, 2023

OeHI and eHealth Commission Background

Colorado
Health IT
Roadmap
Leading Change Today
for a Healthier Tomorrow
November 2021
OeHI
Office of eHealth Innovation

- Established in 2015 through EO 2015-008
- Advance Polis and Primavera health priorities through Colorado's Health IT Roadmap
- The eHealth Commission advises OeHI and State and steers Roadmap efforts
- Goals guiding our work:
  - Data sharing and equitable access
  - Coordinated in-person, virtual, and remote services
  - Improving digital health equity

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Office of eHealth Innovation

OeHI in Telehealth

- Innovation Response Team (IRT) Telemedicine Task Force
- [Emergency Executive Order D2020 020](#)
- [SB20-212: Reimbursement for Telehealth Services](#)
- [Health at Home Website](#)
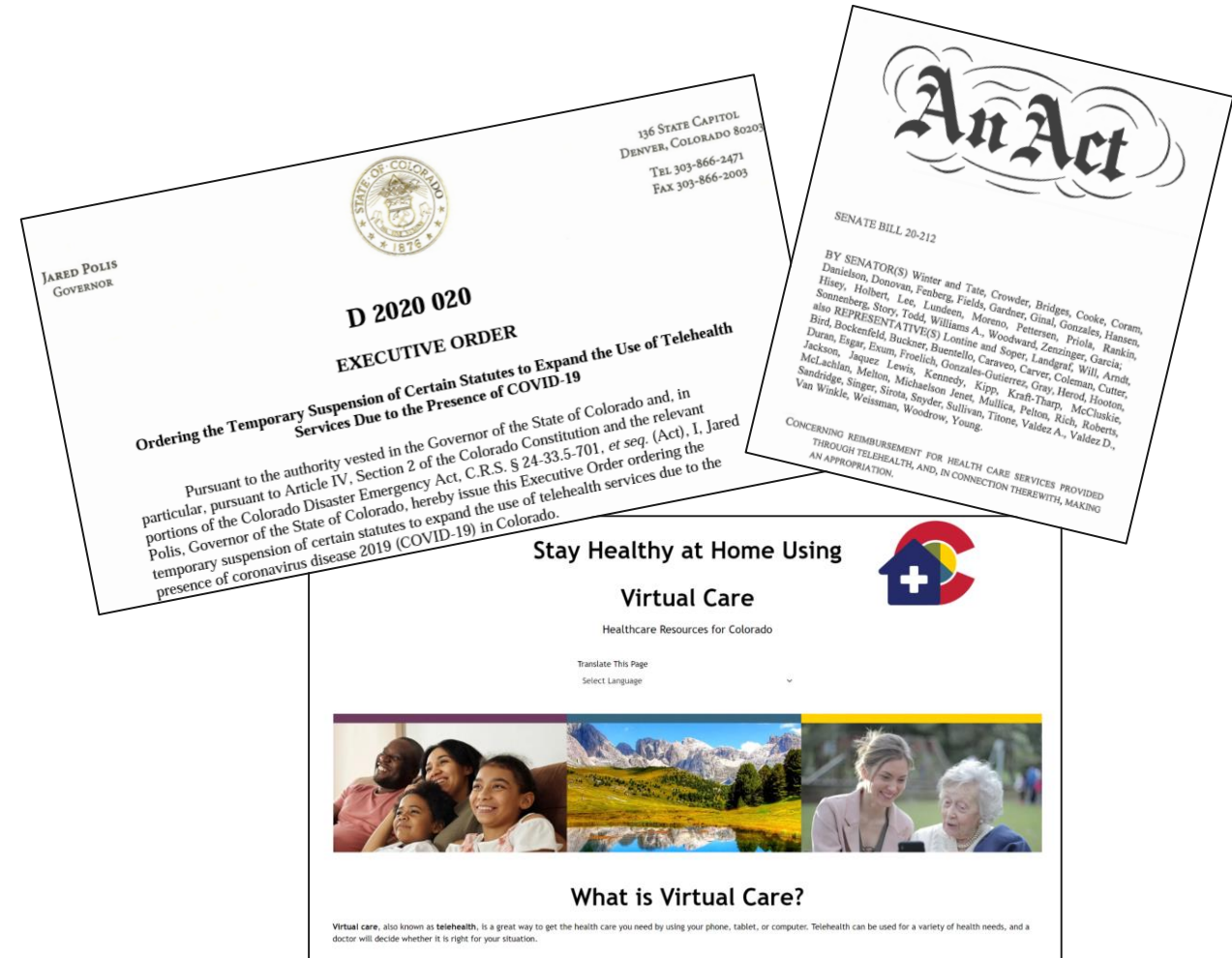
OeHI in Telehealth

34 Medicaid Telemed Projects launched statewide in 2020-2021

Regional Accountable Entity (RAE) Regions in ACC Phase Two

Region 1 — Rocky Mountain Health Plans
Region 2 — Northeast Health Partners
Region 3 — Colorado Access
Region 4 — Health Colorado Inc
Region 5 — Colorado Access
Region 6 — Colorado Community Health Alliance
Region 7 — Colorado Community Health Alliance
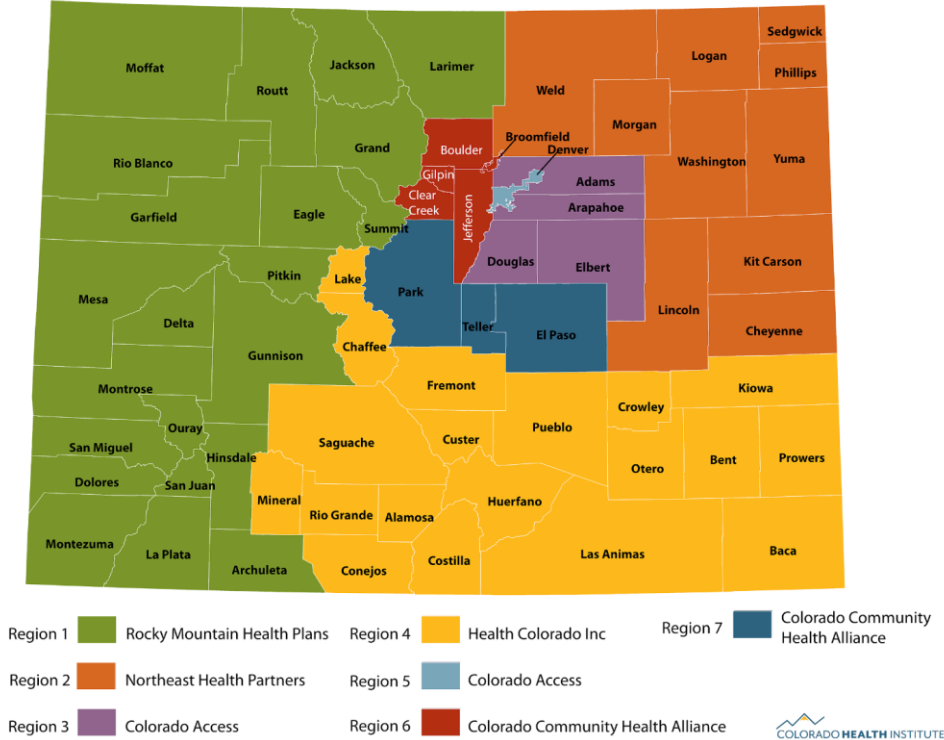
Telemed Grants Finalists

- Statewide 19.2%
- RAE 1 17.3%
- RAE 2 9.6%
- RAE 3 15.4%
- RAE 4 9.6%
- RAE 5 9.6%
- RAE 6 11.5%
- RAE 7 7.7%
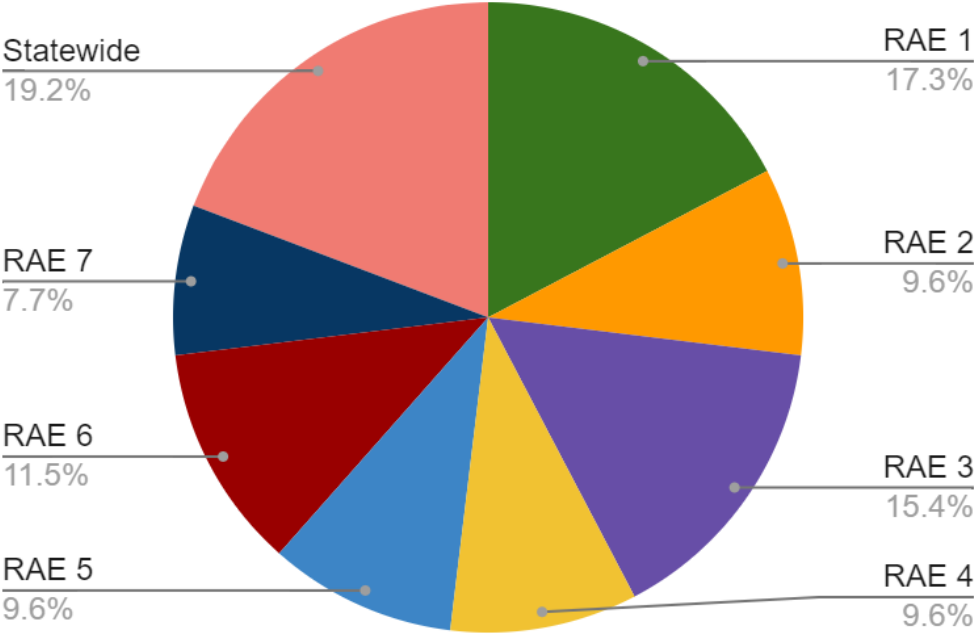
OeHI in Telehealth

- **Value of Telemedicine During the COVID-19 Pandemic**
  - [Insights from Patients](#)
  - [The Financial Impact on Providers and Payers](#)
  - [Insights from Patient Care Utilization in Colorado](#)
- **Regional Telemed Learning Collaboratives (RTLCs) with Prime Health and HCPF: Western Slope, NE CO, and NE Denver**
- **Colorado Provider Telehealth Surveys**

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Office of eHealth Innovation

Barriers to Telehealth Implementation and Access

Poll Question

If you've used telehealth before, what barriers did you encounter (if any):

- Bad internet or phone connection
- Interpretation/translation problems
- Didn't know how to use the technology or platform
- Didn't feel comfortable discussing healthcare needs over telemedicine
- Didn't have a private place to join from

Barriers to Telehealth: Patients

- Access to high-speed, affordable internet
- Access to web-enabled devices
- Digital literacy and/or skills
- Adoption differences based on demographic data and health condition

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Barriers to Telehealth: Providers

- Confusing, duplicative, ineffective training
- Complexities, challenges, and claims denials when billing for telehealth
- Outdated EMRs
- Vendor challenges

Current OeHI Efforts

Current OeHI Efforts

Telehealth & Digital Inclusion Strategy
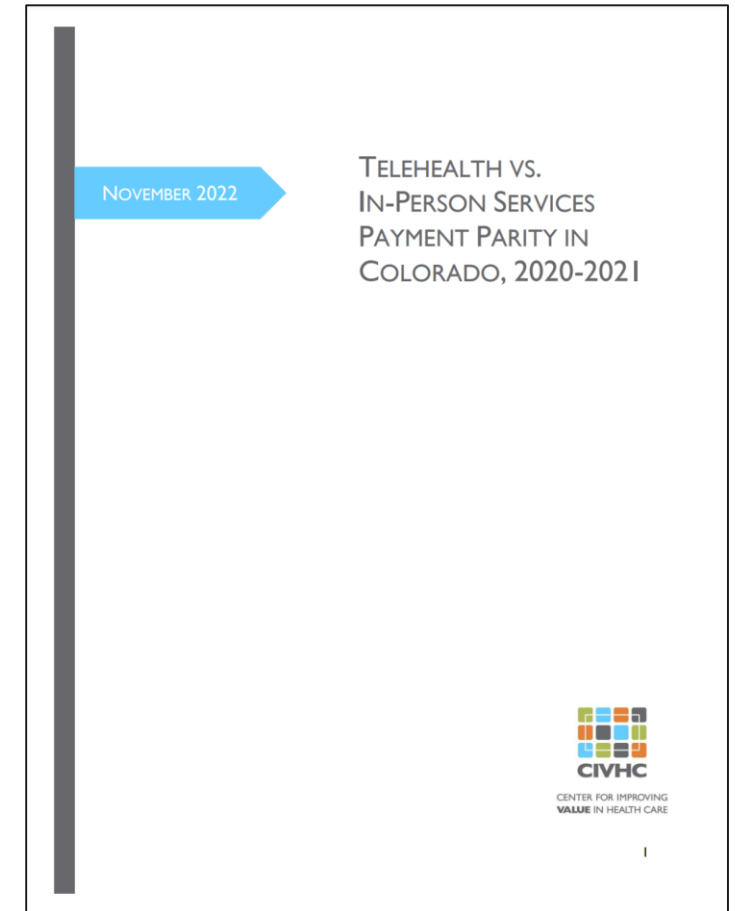
Research & Analysis

Provider Support

Strategic Partnerships

- 2022 Colorado Provider Telehealth Survey
- CHI Remote Patient Monitoring Research Brief
- CU Denver Evaluation of Telehealth to In-Person Services Analysis
- Sponsorship of 2023 Colorado Health Access Survey (CHAS) Telehealth questions
- **CIVHC Projects: Telehealth Payment Parity and Community Level Telehealth Analysis**

Current OeHI Efforts: CIVHC Projects

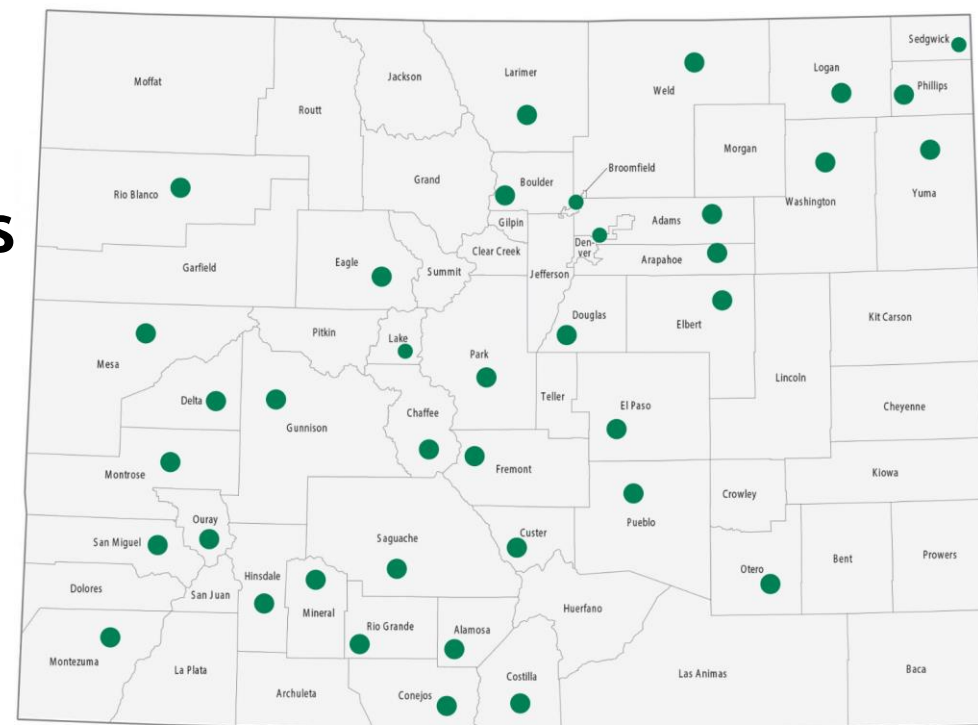## Telehealth Payment and Denials Parity Analysis

- CO APCD Findings:
  - Payment parity between in-person and telehealth claims is complicated
  - Allowed amount for telehealth services increased or remained the same from 2020
  - Lower allowed amount of reimbursement for urban claims vs rural claims

Community Level Telehealth Analysis - beginning early 2023

NOVEMBER 2022

TELEHEALTH VS. IN-PERSON SERVICES PAYMENT PARITY IN COLORADO, 2020-2021

CIVHC
CENTER FOR IMPROVING VALUE IN HEALTH CARE

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Current OeHI Efforts: Provider Support

- **Colorado Health Innovation Resource Platform (CHIRP)**
  - Go-to resource in Colorado for telehealth information, training, workforce support, and resources
- **HB 21-1289 Broadband/Telehealth Grants**
  - Supports broadband connectivity, T/A in telehealth delivery, remote patient monitoring, equipment to increase internal capacity, patient device availability
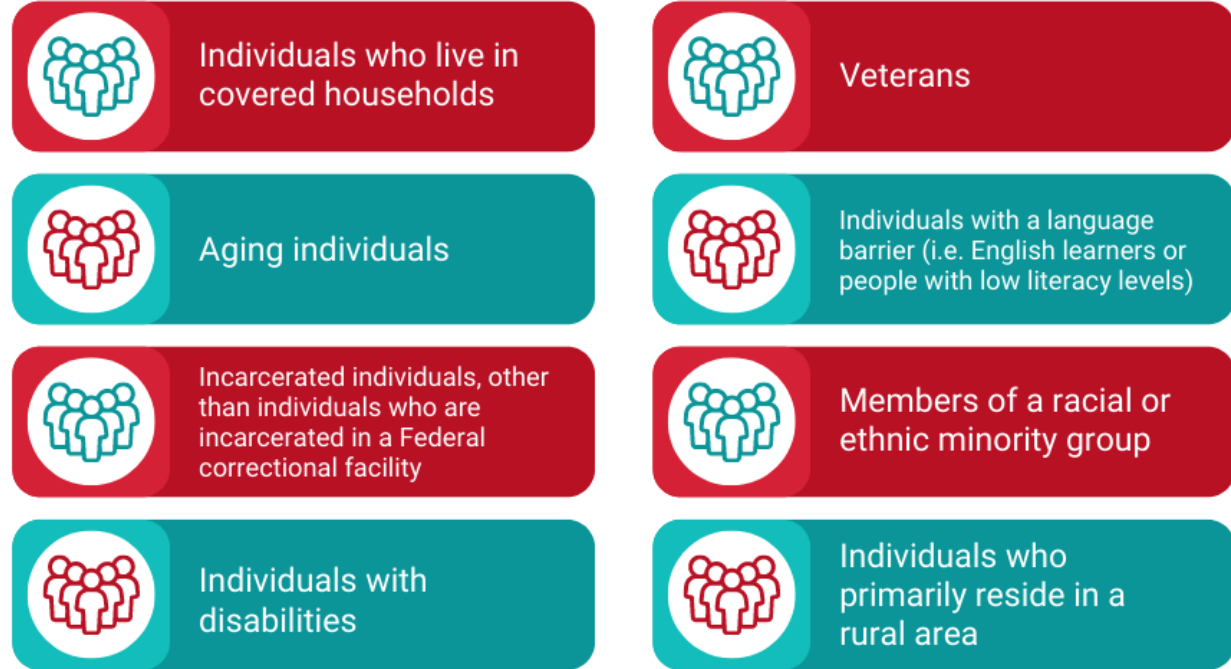 - $4 million+ granted

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Office of eHealth Innovation
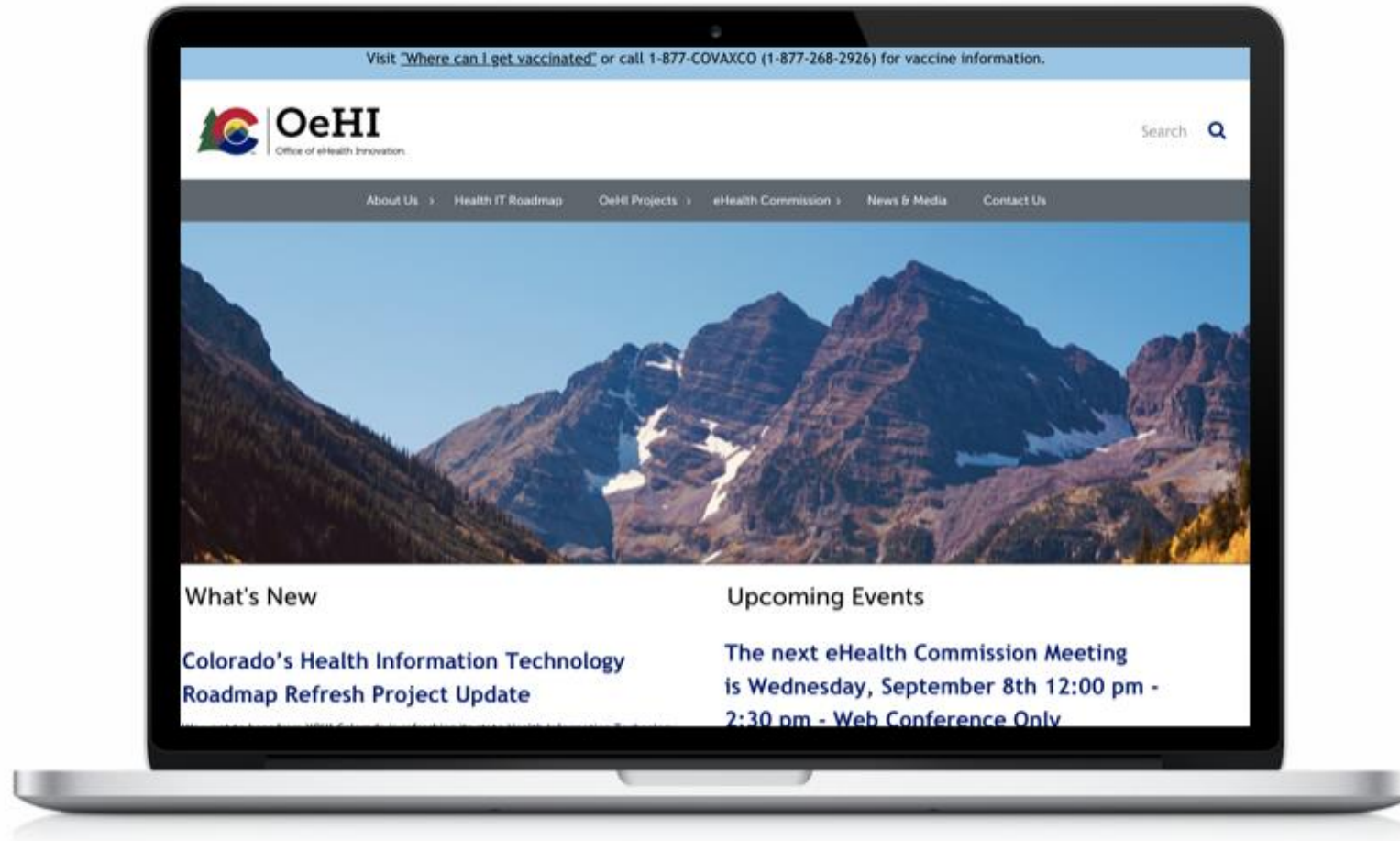
Colorado Digital Equity Plan

- Partnership between OeHI, Office of the Future of Work, and Colorado Broadband Office
- ~$900k
- [Digital Equity Committee Sign Up](#)

State Funded Telehealth Project Dashboard

- Goal: Support state agency coordination and collaboration on telehealth funding and programs

Individuals who live in covered households

Veterans

Aging individuals

Individuals with a language barrier (i.e. English learners or people with low literacy levels)

Incarcerated individuals, other than individuals who are incarcerated in a Federal correctional facility

Members of a racial or ethnic minority group

Individuals with disabilities

Individuals who primarily reside in a rural area

For More Information go to OeHI.Colorado.Gov

Questions and Feedback

Reach out to info@civhc.org

Connect with CIVHC on Facebook, LinkedIN, and Twitter

Recording will be posted here:
www.civhc.org/about-civhc/news-and-events/event-resources/