Telehealth Services Analysis

2019–2023 Colorado All Payer Claims Database

COMMERCIAL

MEDICAID

MEDICARE ADVANTAGE

MEDICARE FEE-FOR-SERVICE

The COVID-19 pandemic accelerated the adoption of telehealth services, reshaping health care delivery in Colorado. Using claims data from the CO APCD, the Telehealth Services Analysis provides critical insights into this transformation. The data highlights how Coloradans have accessed telehealth pre and post pandemic, shedding light on trends in services, provider utilization, and geographic and demographic differences.

i The Telehealth Services Analysis shows how telehealth provides an important alternative for accessing health care, especially for mental health.
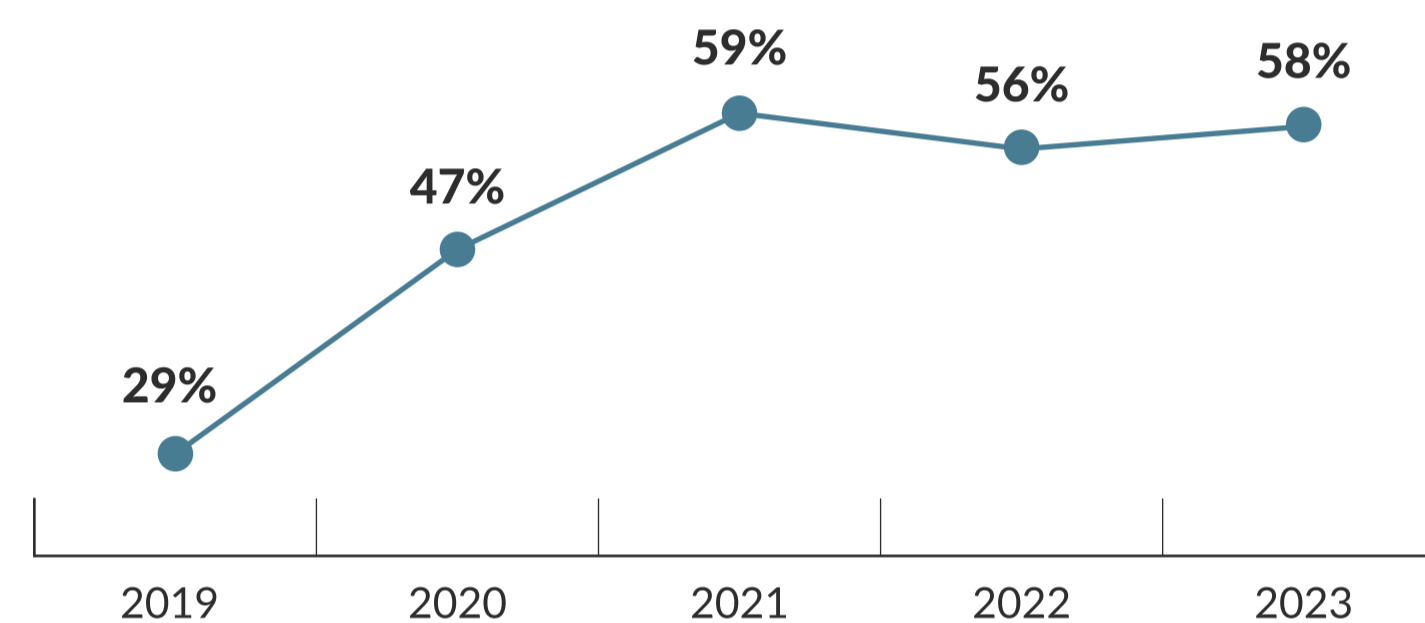
Utilization Trends

Telehealth visits with behavioral health providers have remained high while visits with primary care providers have dropped more significantly.

- Behavioral Health Provider
- Primary Care Provider

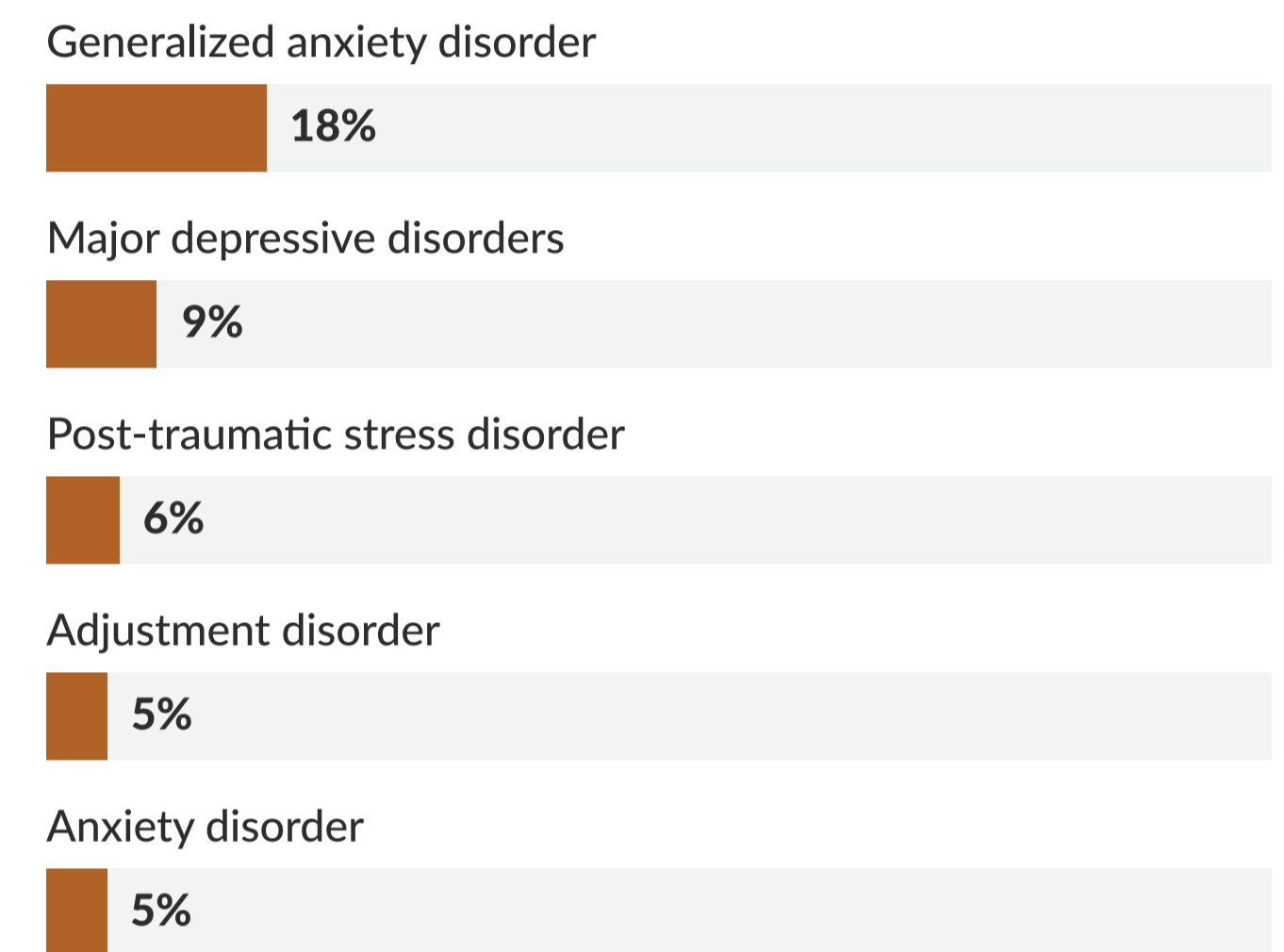Telehealth expansion through CO Governor Executive Order
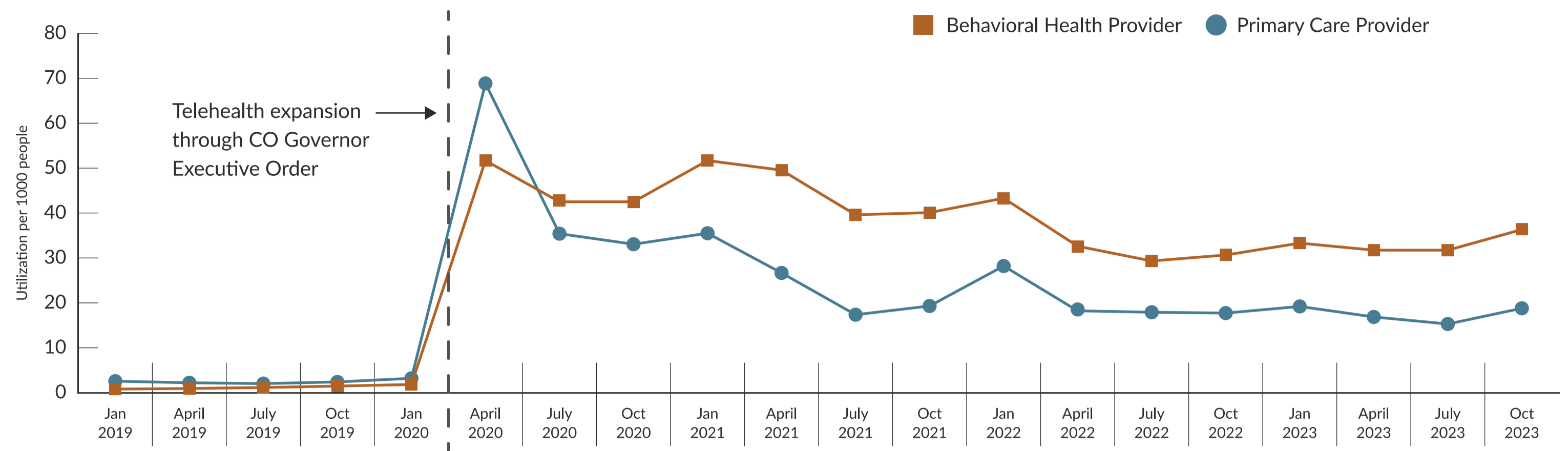
Top Diagnoses

Mental health has remained the top telehealth diagnosis, with usage rising almost every year.

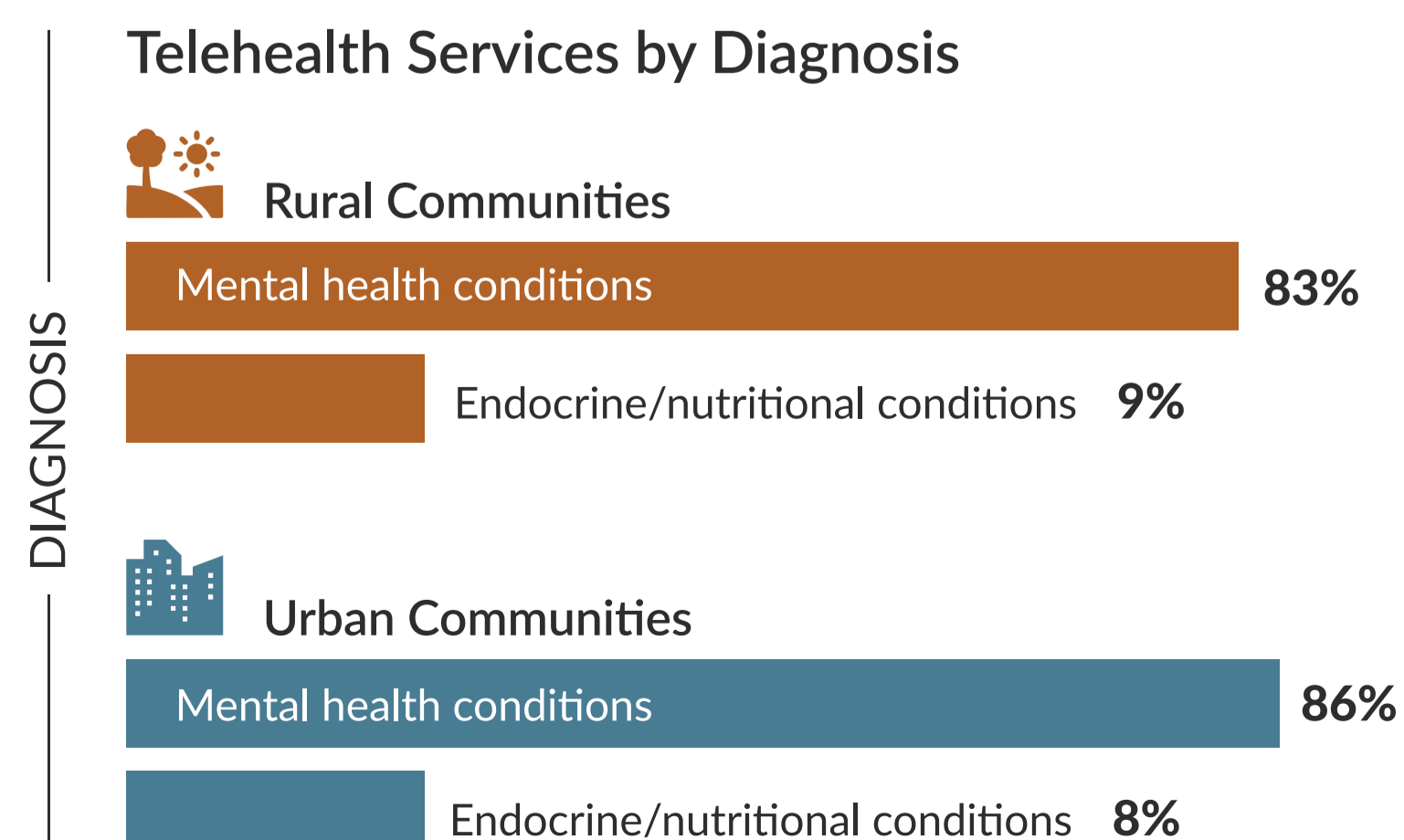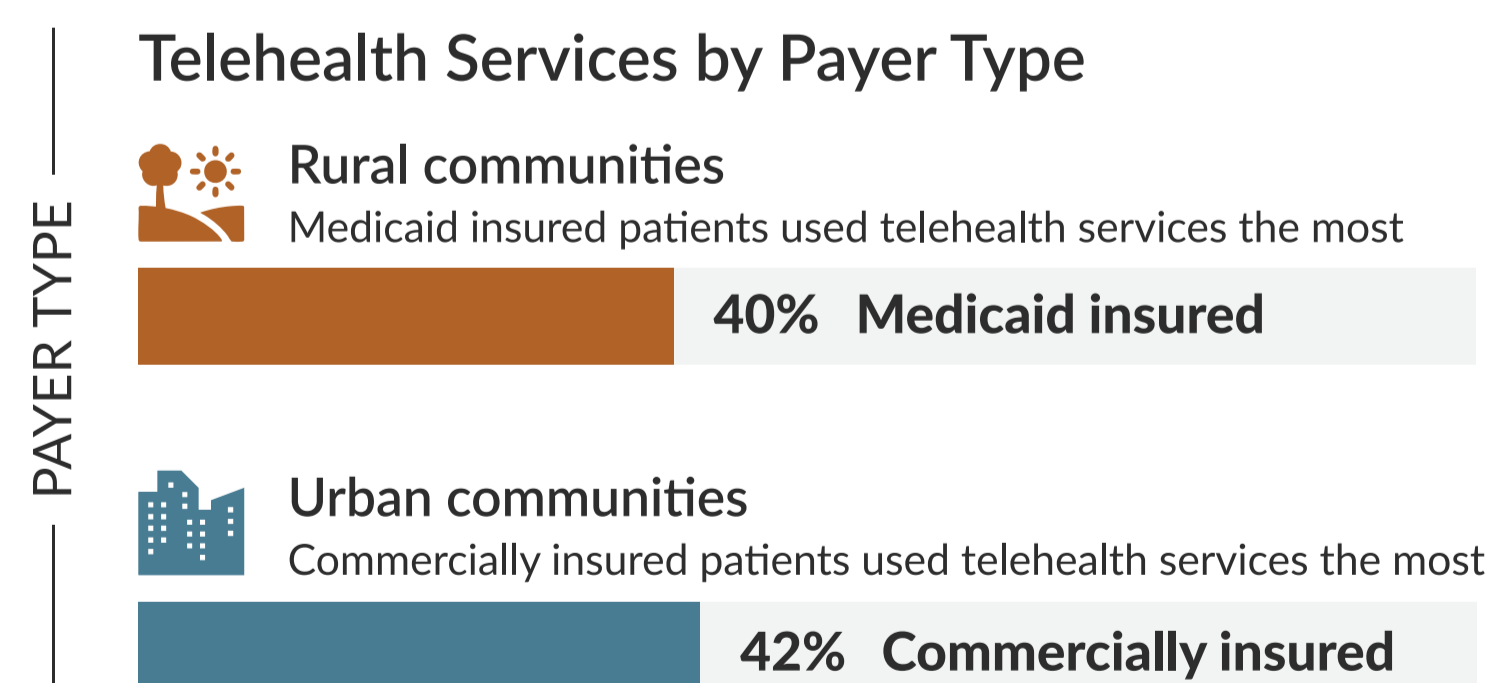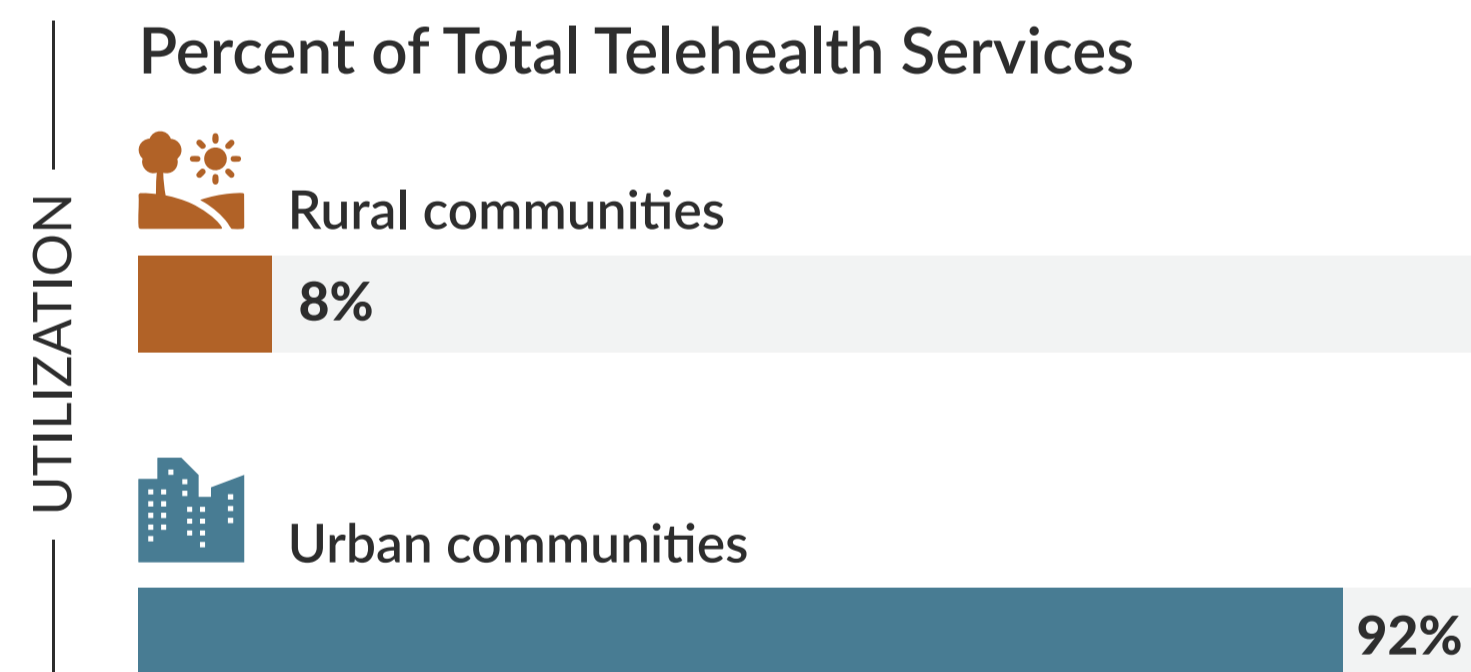● % of Telehealth Services with Mental Health Diagnosis

- 2019: 29%
- 2020: 47%
- 2021: 59%
- 2022: 56%
- 2023: 58%

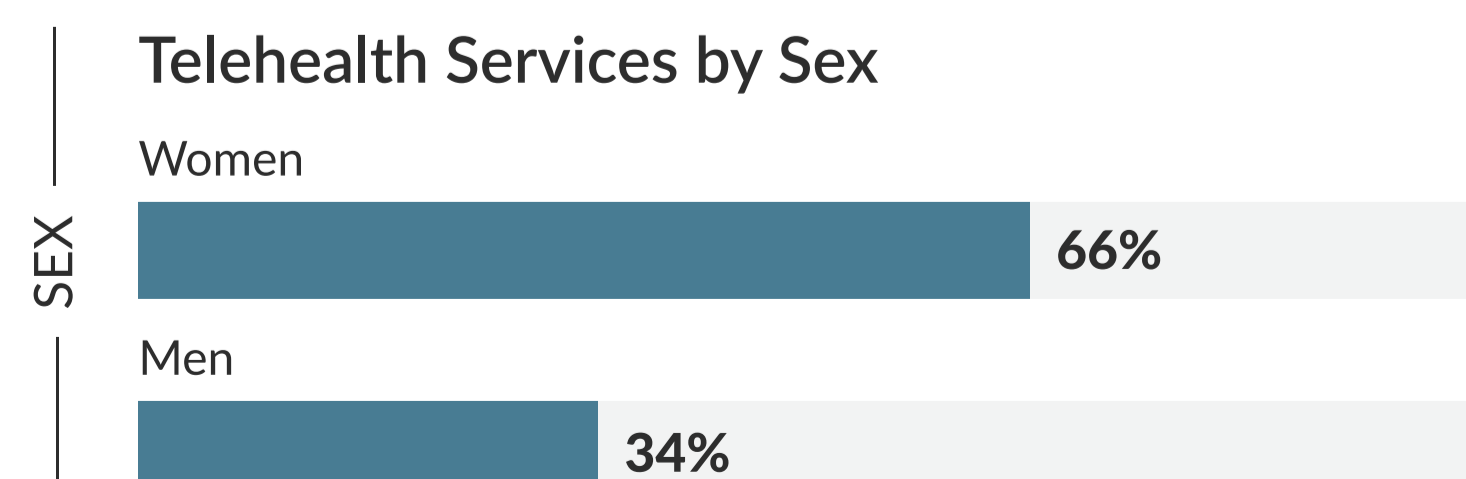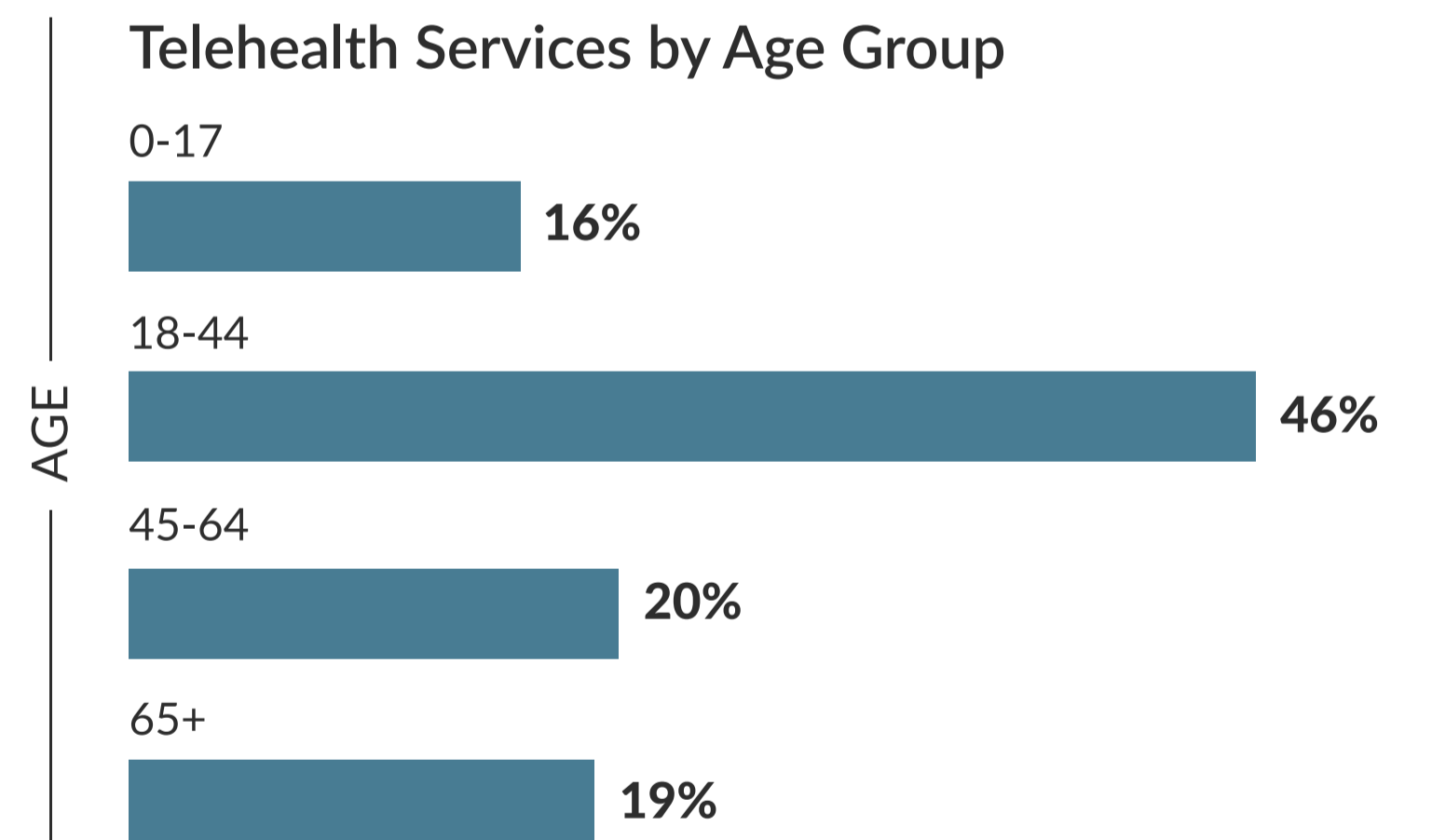### In 2023, the Top Mental Health *Diagnoses Treated via Telehealth Were:

- Generalized anxiety disorder — 18%
- Major depressive disorders — 9%
- Post-traumatic stress disorder — 6%
- Adjustment disorder — 5%
- Anxiety disorder — 5%

*as a % of all MH Telehealth Services

Rural vs. Urban | 2023

Percent of Total Telehealth Services

UTILIZATION

- Rural communities: 8%
- Urban communities: 92%

Telehealth Services by Payer Type

PAYER TYPE

Rural communities
Medicaid insured patients used telehealth services the most
- 40% Medicaid insured

Urban communities
Commercially insured patients used telehealth services the most
- 42% Commercially insured

Telehealth Services by Diagnosis

DIAGNOSIS

Rural Communities
- Mental health conditions: 83%
- Endocrine/nutritional conditions: 9%

Urban Communities
- Mental health conditions: 86%
- Endocrine/nutritional conditions: 8%

Demographics | 2023

Telehealth Services by Age Group

AGE

- 0-17: 16%
- 18-44: 46%
- 45-64: 20%
- 65+: 19%

Telehealth Services by Race/Ethnicity | per 1,000 people

RACE/ETHNICITY

- White, non-Hispanic: 948
- American Indian or Alaskan Native: 915
- Black: 838

Telehealth Services by Sex

SEX

- Women: 66%
- Men: 34%

Across Payer Type | 2023

Telehealth Utilization by Payer Type

PAYER TYPE

- Commercial: 41%
- Medicaid: 37%
- Medicare Advantage: 11%
- Medicare: 11%

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For more information and to view our full Telehealth Service Analysis, visit us at www.civhc.org.