Medicare Telehealth Trends Dashboard:
User Guidance Document, July 2023

Contents

Dashboard Description

Overview

Welcome to this interactive Medicare Telehealth Trends dashboard, developed by ASPE's Office of Health Policy. This user guidance document provides an overview of the dashboard, context to help users interpret the data trends and understand the data limitation, accessibility guidance, as well as features of the Power BI dashboard, and reports available in the dashboard.

This dashboard uses 2019-2021 Medicare fee-for-service (FFS) claims data provided by the Centers for Medicare and Medicaid Services (CMS), aggregated by beneficiary characteristics, visit specialty and state to allow users to explore different trends in telehealth use during the COVID-19 pandemic compared with 2019. All data is deidentified and aggregated; cell sizes smaller than 30 have been suppressed. This tool is intended to provide broad trends in Medicare telehealth use and changes over time. Detailed information about diagnoses, procedures or specific codes are not available in this aggregated dataset. Future updates may include additional variables of interest and additional years of data.

Context

Users should also be aware of the overall decline in health care utilization during the pandemic period compared with 2019 as beneficiaries reduced in-person visits to health care providers. The lower number of total visits results in changes in the denominators over time for reported percentages in the dashboard. Users should also note drill-down pages into telehealth visits report the percent of total telehealth visits, whereas other pages report the percent of total visits (in-person and telehealth)

Data Limitations

There are also several data limitations users should be aware of in interpreting audio-only eligible visits and rural visits. Click on the *variables* and *information* page in the dashboard for each variable's definition.

Audio-only eligible telehealth visits

Based on coding of telehealth in Medicare FFS claims, we cannot identify whether a telehealth visit was conducted via two-way audio-video technology or audio-only technology. However, we can estimate how many telehealth visits might have been conducted via an audio-only interaction if the patient did not have access to audio-video technology or Internet. During the pandemic, CMS defined a subset of telehealth service codes as "audio-only eligible" that could be reimbursed as a telehealth visit even if the interaction was via audio-only. Starting in 2023, new Medicare billing codes will be available to identify audio-only interactions.

Rural vs. Urban

The numbers for telehealth use in rural areas should be interpreted with caution. Geographic location in this dataset is based on where the beneficiary resides to determine rural/urban location, not the provider's location and uses a different definition of rural than CMS. In this dataset, rural location is defined as non-Metropolitan Statistical Area (non-MSA) and urban as Metropolitan Statistical Area (MSA). Prior to the pandemic, CMS used a list of zip-codes defined by the Federal Office of Rural Health Policy (FORHP) to determine which Medicare providers could be reimbursed for telehealth services

conducted with a beneficiary in a health care facility located in a rural area. Future data updates may include CMS's definition of rural.

Race/Ethnicity

The ability to discern disparities in telehealth use based on Medicare beneficiaries' race/ethnicity depends on the accuracy of Medicare's race/ethnicity variable which has known limitations. Please see the report, *Updated Medicare FFS Telehealth Trends by Beneficiary Characteristics, Visit Specialty and State, 2019-2021* for an in-depth discussion of these and other data limitations.

Accessibility

This dashboard has many features to improve accessibility including alternative text and buttons to see figures as tables.

Power BI also includes features to explore tables and graphs. In general, from within the dashboard press **Enter** to go into a table or graph, and press **Escape** to exit the graph or table.

When using the Power BI Desktop version, press **Shift + ?** to show keyboard shortcuts.

Commands	Keyboard shortcut
Across Product	
Move focus between sections	Ctrl + F6
Move focus forward in section	Tab
Move focus backward in section	Shift + Tab
Pane Navigation	
Multi-select	Ctrl + Space
Collapse a single table	Left Arrow
Expand a single table	Right Arrow
Collapse all tables	Alt + Shift + 1
Expand all tables	Alt + Shift + 9
Open a context menu	Windows context key or Shift + F10
On Visual	
Move focus to visual menu	Alt + Shift + F10
Show as table	Alt + Shift + F11
Enter a visual	Ctrl + Right arrow
Enter a layer	Enter
Exit a layer or visual	Esc
Select or unselect data point	Enter or Space
Multi-select	Ctrl + Enter or Ctrl + Space
Right Click	Windows context key or Shift + F10
Show or hide data point tooltip	Ctrl + H
Clear selection	Ctrl + Shift + C
Slicer accessibility	
Slicer control	Ctrl + Right arrow

Please see for more instructions on how to navigate the dashboard using the keyboard
https://learn.microsoft.com/en-us/power-bi/create-reports/desktop-accessibility-keyboard-shortcuts

Dashboard Features

The web-based Medicare Telehealth Dashboard is generated by Microsoft Power BI and includes features to assist in navigating the dashboard.

Power BI Features

When a user hovers over any visualization in the dashboard, icons will appear that allow users to further interact with the specific visual for more information please see: https://learn.microsoft.com/en-us/power-bi/consumer/end-user-reading-view
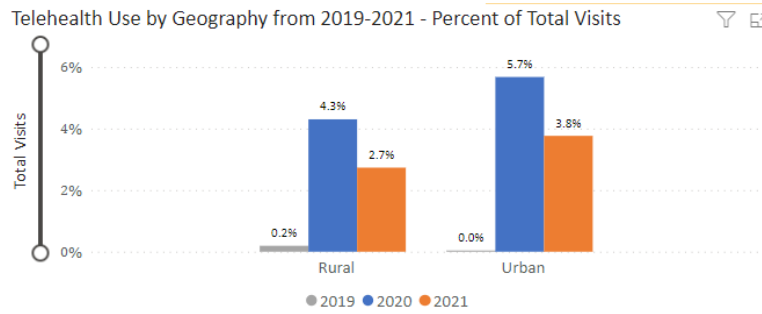
The funnel shape **Filters on Visual** allows users to see which filters are affecting the visual.
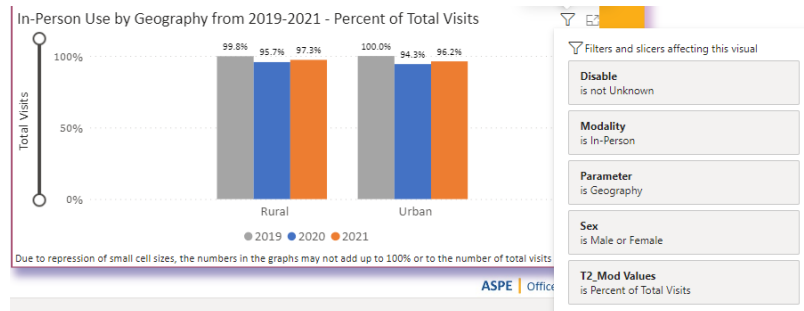
Focus Mode allows users to focus on a specific visual. It is easier to review the filters and copy the image from this page. For more information please see: https://learn.microsoft.com/en-us/power-bi/consumer/end-user-focus
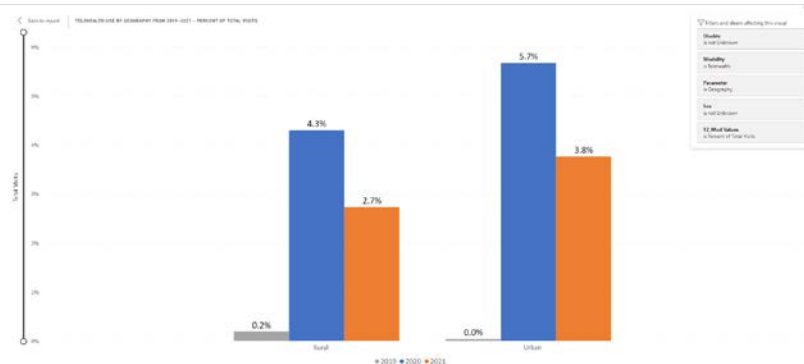
Right clicking on a visual also provides option to show the graph as a table.

Toolbar
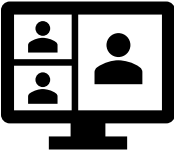
To assist in navigation, the ASPE Medicare Telehealth Dashboard includes a toolbar on the left side of each report page. The toolbar consists of three sections:

- The **Explore Further** section allows users to review different report pages
- The **Filters** section includes different filters to allow users to drill into the data
- The **More Information** section includes three buttons where users can:
  - Open a pop-up window with variable definitions
  - Return users to the Information Home Page.
  - Return users to the Use Case Page

ASPE Medicare Telehealth Dashboard Reports

The Medicare Telehealth Dashboard is separated into 3 sections and has six different report pages.

Dashboard Section	Description	Reports
Information and Use Cases	The first two sections of the dashboard provide more information and context about the data and instructions on how to navigate the dashboard. It is recommended that all users first review these report pages before proceeding to the main dashboard.	"**Information Page**" report provides users the background information and context around telehealth use before and during the COVID-19 pandemic. It also provides more context about the data use in the dashboard and the limitations of the data. **"Use Cases"** report provides tips on how to navigate the dashboard by answering potential research questions.
Beneficiary Characteristics	Reports display the total number of visits and the percent of total visits per year by visit modality (telehealth vs. in-person) and by the following demographics: • geography ([rural vs. urban](#)) • age group • race • sex • dual enrollment in Medicaid • disability as the original reason for enrollment	"**Explore All Visits**" report shows the number of visits and percent of total visits stratified by visit modality (telehealth vs. in-person) and demographic of interest "**Drill Down into Telehealth**" report shows the number of *telehealth* visits and the percent of total *telehealth* visits by year and is stratified by telehealth modality ([audio-only eligible](#) vs. audio-video).
Visit Specialty	Reports display the total number of visits and the percent of total visits per year by visit type (behavioral health vs. non-behavioral health, primary care vs. specialist) and visit modality (telehealth vs. in-person).	"**Explore All Visits**" report, the number of visits is stratified by visit specialty type (behavioral health vs. non-behavioral health, primary care vs. specialist) visits and by modality (telehealth vs. in-person) "**Drill Down into Telehealth**" report shows the number of *telehealth* visits and the percent of total *telehealth* visits by year and is stratified by visit specialty type (behavioral health vs. non-behavioral health, primary care vs. specialist) and by telehealth modality ([audio-only eligible telehealth](#) vs. two-way audio-video telehealth)

State Map

Report displays the total number of visits and percent of total visits by the selected visit modality (based on the filter selection) for each state.

"State Map" report show a bubble map of the United States that can be filtered by year and modality (in-person vs telehealth). The report also has a bar graph showing the percent of visits that were performed via telehealth for each state. Finally, there is a bar graph showing the percent of total visits by selected modality that was performed by an out of state provider. A drill down into telehealth modality is not available for this section.

"State Profile" From the state map, users can create a state report that displays the total number of visits and percent of total visits by year for the selected visit modality (based on the filter selection). The report also shows the number of visits and percent of total visits for the selected visit modality (telehealth, in-person), by geography (urban/rural), whether the provider is in the same state vs. not same state as the beneficiary and visit specialty. A drill down into telehealth modality is not available for this section.

Beneficiary Characteristics

Navigation

To navigate to the **Beneficiary Characteristics** section, click on the [Beneficiary Characteristics] button in the "**Explore Further**" Section of the toolbar. A panel will appear with two options "**Explore All Visits**" or "**Drill Down into Telehealth**." Click on the button to navigate to the desired page. The panel using the "**X**" in the upper right corner.
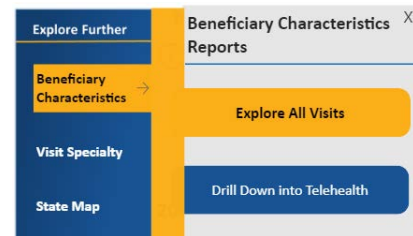
Report Page - Explore All Visits

The Beneficiary Characteristics "Explore All Visits" report has two main metrics for users to select from:

1) **Percent of Total Visits**: The percent of visits by visit modality (telehealth vs. in-person). Without filters, the denominator is the total number of telehealth visits (or in-person visits) divided by the total number of visits by year. Please note that filters impact BOTH the numerator and denominator

2) **Total Number of Visits:** The main metric is the total number of visits by year for each category, such as visit modality, visit specialty, geography, or beneficiary characteristics.

The metric you select will impact all of the visuals in the report page and the title will also change based on the metric selection.

The left side of the report displays tables that stratifies the metric of choice (Percent of Total Visits or Total Number of Visits) by telehealth and in-person visits from 2019 to 2021. It also shows the number or the percent of total visits by selected beneficiary characteristics.[1]

Notes: hover and click on the ⓘ icon for more information on the definitions. Also, if the number of visits is below 30, then the symbol *** will appear. These numbers are suppressed due to small cell size.

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[1] Beneficiary characteristics include geography (urban vs. rural) where beneficiary resides, age categories, dual enrollment in Medicaid, disability as original reason for Medicare eligibility, and sex.

Percent of Total Visits

Medicare Part B from 2019-2021 - Percent of Total Visits in Urban & Rural Areas

	Telehealth		In-Person	
2019	Rural	0.2%	Rural	99.8%
	Urban	0.0%	Urban	100.0%
	Total	0.1%	Total	99.9%
2020	Rural	4.3%	Rural	95.7%
	Urban	5.7%	Urban	94.3%
	Total	5.3%	Total	94.7%
2021	Rural	2.7%	Rural	97.3%
	Urban	3.8%	Urban	96.2%
	Total	3.5%	Total	96.5%

Total Number of Visits

Medicare Part B Visits from 2019-2021 in Urban & Rural Areas

	Telehealth		In-Person	
2019	Rural	528,243	Rural	274,823,408
	Urban	332,563	Urban	845,134,070
	Total	860,806	Total	1,119,957,478
2020	Rural	10,475,633	Rural	233,095,516
	Urban	42,609,129	Urban	708,047,360
	Total	53,084,762	Total	941,142,876
2021	Rural	6,891,427	Rural	245,421,592
	Urban	30,156,204	Urban	770,919,921
	Total	37,047,631	Total	1,016,341,513

Report Page – Drill Down into Telehealth Visits

The Beneficiary Characteristics "Drill Down into Telehealth Visits" report has two main metrics for users to select from:

1) **Percent of Total Telehealth Visits**: The percent of visits by telehealth visit modality (audio-only eligible vs. two-way audio-video telehealth). Without filters, the denominator is the total number of audio-only eligible or audio-video visits divided by the total number of **telehealth** visits by year. Please note that filters impact BOTH the numerator and denominator

2) **Total Number of Visits:** The main metric is the total number of visits by year for each category, such as visit modality, visit specialty, geography, or beneficiary characteristic.
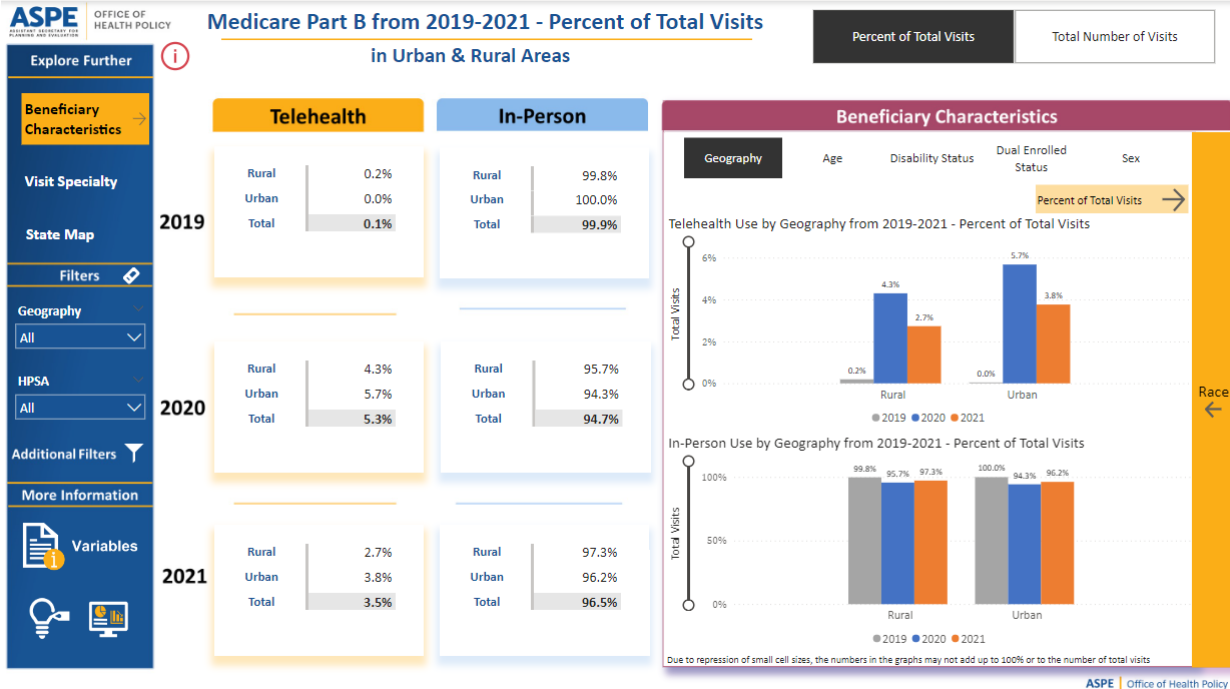
The metric you select will impact all of the visuals in the report page and the title will also change based on the metric selection.

The left side of the report displays tables that stratifies the metric of choice (Percent of Total Telehealth Visits or Total Number of Visits) by telehealth modality (audio-only eligible vs. two-way audio-video telehealth) from 2019 to 2021 (hover and click on the titles for more information). It also shows the number or the percent of total visits by selected beneficiary characteristic[2]
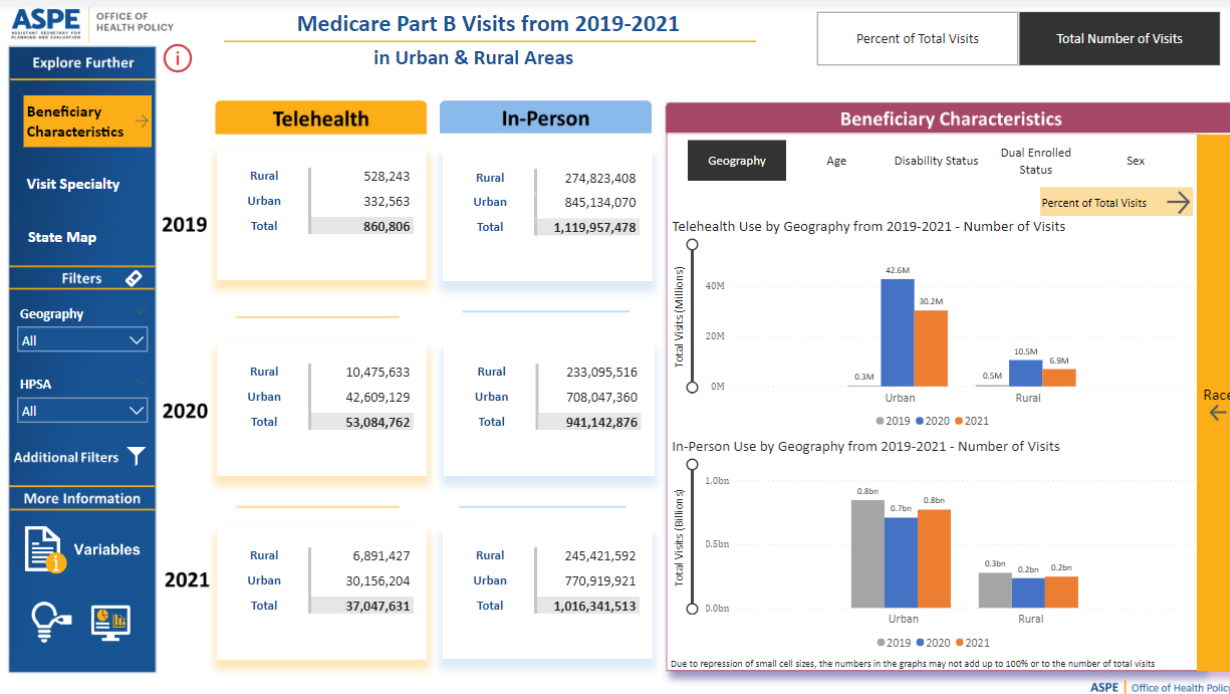
Notes: hover and click on the ⓘ icon for more information on the definitions. Also, if the number of visits is below 30, then the symbol "***" will appear. These numbers are suppressed due to small cell size.

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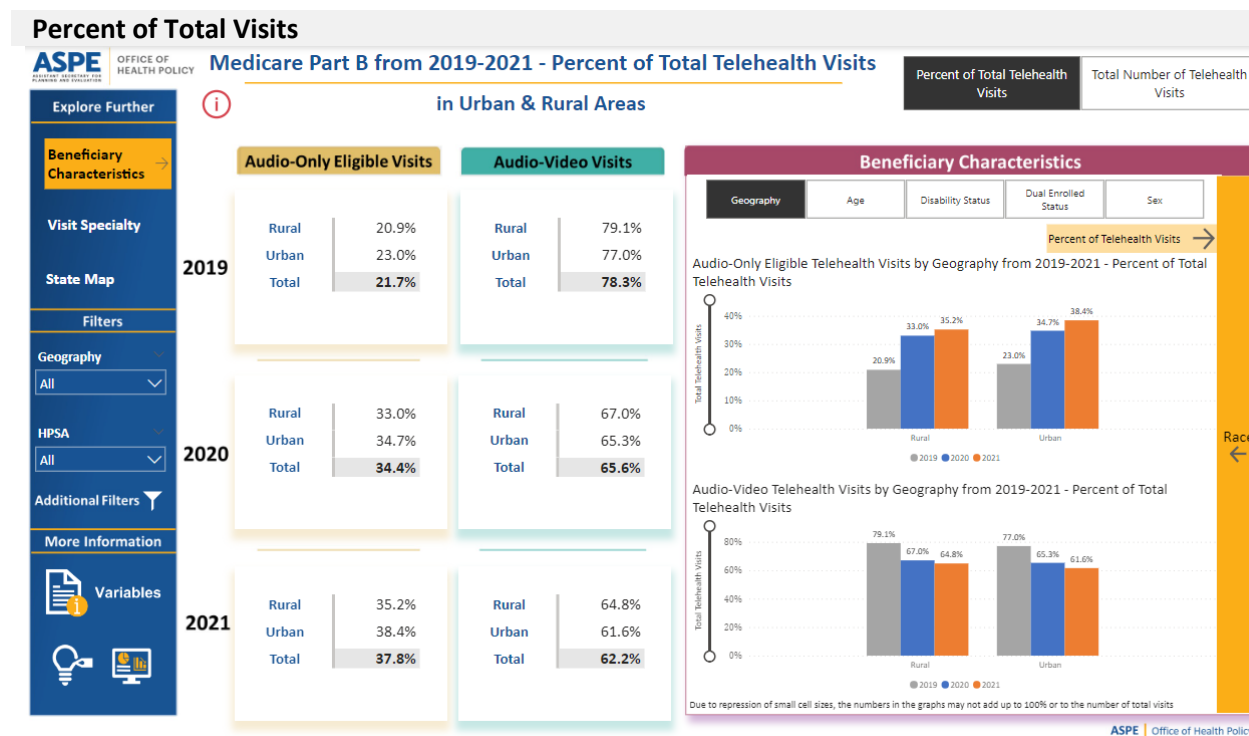
[2] Beneficiary characteristics include geography (urban vs rural) based on where beneficiary resides, age categories, dual enrollment in Medicaid, disability as original reason for eligibility, and sex.

Total Number of Visits

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Medicare Part B from 2019-2021
in Urban & Rural Areas

Percent of Total Telehealth Visits | Total Number of Telehealth Visits

Explore Further

Beneficiary Characteristics →

Visit Specialty

State Map

Filters

Geography
All ▼

HPSA
All ▼

Additional Filters ▼

More Information

📄 Variables

	Audio-Only Eligible Visits		**Audio-Video Visits**	
2019	Rural	110,259	Rural	417,984
	Urban	76,349	Urban	256,214
	Total	186,608	Total	674,198
2020	Rural	3,455,300	Rural	7,020,324
	Urban	14,801,888	Urban	27,807,136
	Total	18,257,188	Total	34,827,460
2021	Rural	2,423,868	Rural	4,467,551
	Urban	11,591,126	Urban	18,565,037
	Total	14,014,994	Total	23,032,588

Beneficiary Characteristics

Geography	Age	Disability Status	Dual Enrolled Status	Sex

Percent of Telehealth Visits →

Audio-Only Eligible Telehealth Visits by Geography from 2019-2021 – Percent of Total Telehealth Visits

Urban: 0.1M, 14.8M, 11.6M
Rural: 0.1M, 3.5M, 2.4M

● 2019 ● 2020 ● 2021

Audio-Video Telehealth Visits by Geography from 2019-2021 – Percent of Total Telehealth Visits

Urban: 0.3M, 27.8M, 18.6M
Rural: 0.4M, 7.0M, 4.5M

● 2019 ● 2020 ● 2021

Due to repression of small cell sizes, the numbers in the graphs may not add up to 100% or to the number of total visits

Race

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Beneficiary Characteristics Charts

The right side of the Beneficiary Characteristics report allows users to explore the Percent of Total Visits or Total Number of Visits by key beneficiary characteristics using the filters below the section title. Please note the examples show the graphs for the "Explore All Visits" report, however the functions are the same in the telehealth drill down report.

Geography

Age

Disability Status

Dual Enrollment Status

Sex

Users can also see the Percent of Total Visits by key beneficiary characteristics by clicking on the
Percent of Total Visits → button and using the tabbed filters below the section title. These graphs show the percent of telehealth/in-person visit by each of the key demographic variables.

Geography   **Age**

Disability Status

Beneficiary Characteristics

Geography | Age | **Disability Status** | Dual Enrolled Status | Sex

← Number of Total Visits

Percent of Telehealth Visits by Disability Status from 2019-2021

Year	Disabled	Medicare-Aged
2019	57.7%	42.3%
2020	36.0%	64.0%
2021	39.7%	60.3%

Disability Status ● Disabled as Original Reason for Medicare ● Medicare-Aged ● Unknown

Percent of In-Person Visits by Disability Status from 2019-2021

Year	Disabled	Medicare-Aged
2019	27.4%	72.6%
2020	26.6%	73.4%
2021	24.0%	76.0%

Disability Status ● Disabled as Original Reason for Medicare ● Medicare-Aged ● Unknown

Race ←

Due to repression of small cell sizes, the numbers in the graphs may not add up to 100% or to the number of total visits

Dual Enrollment Status

Beneficiary Characteristics

Geography | Age | Disability Status | **Dual Enrolled Status** | Sex

← Number of Total Visits

Percent of Telehealth Visits by Dual Enrolled Status from 2019-2021

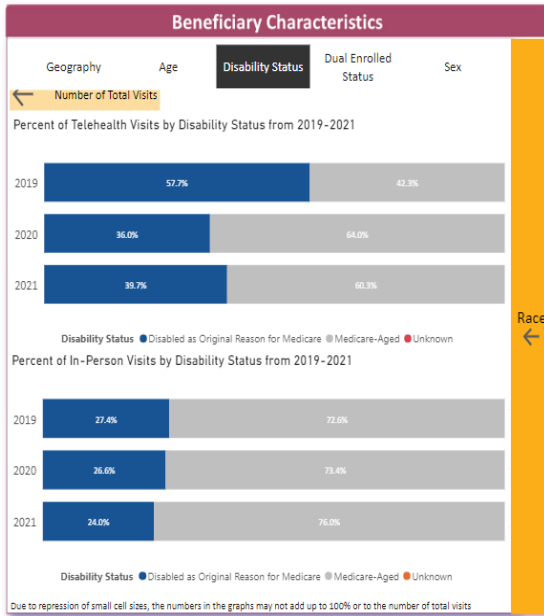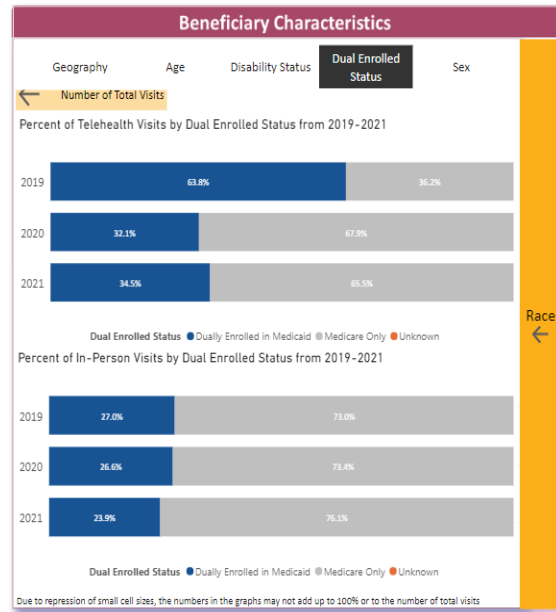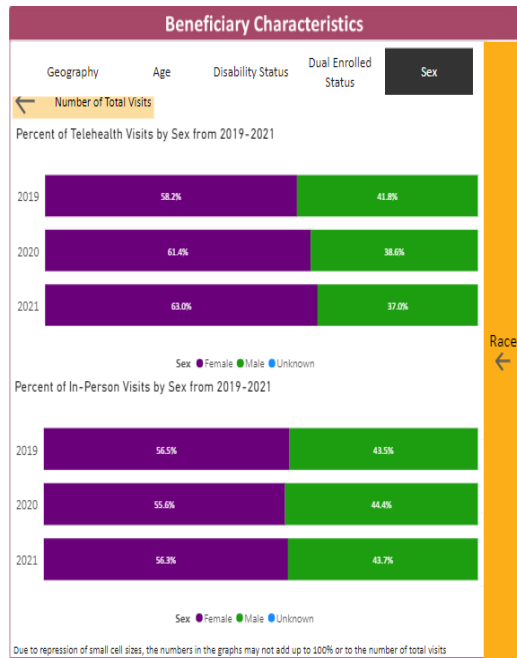| Year	Dually Enrolled	Medicare Only
2019	63.8%	36.2%
2020	32.1%	67.9%
2021	34.5%	65.5%

Dual Enrolled Status ● Dually Enrolled in Medicaid ● Medicare Only ● Unknown

Percent of In-Person Visits by Dual Enrolled Status from 2019-2021

Year	Dually Enrolled	Medicare Only
2019	27.0%	73.0%
2020	26.6%	73.4%
2021	23.9%	76.1%

Dual Enrolled Status ● Dually Enrolled in Medicaid ● Medicare Only ● Unknown

Race ←

Due to repression of small cell sizes, the numbers in the graphs may not add up to 100% or to the number of total visits

Sex

Beneficiary Characteristics

Geography | Age | Disability Status | Dual Enrolled Status | **Sex**

← Number of Total Visits

Percent of Telehealth Visits by Sex from 2019-2021

Year	Female	Male
2019	58.2%	41.8%
2020	61.4%	38.6%
2021	63.0%	37.0%

Sex ● Female ● Male ● Unknown

Percent of In-Person Visits by Sex from 2019-2021

Year	Female	Male
2019	56.5%	43.5%
2020	55.6%	44.4%
2021	56.3%	43.7%

Sex ● Female ● Male ● Unknown

Race ←

Due to repression of small cell sizes, the numbers in the graphs may not add up to 100% or to the number of total visits

Finally, users can explore the number and percent of total visits by race/ethnicity by clicking on the yellow bar button on the right side of the visual. The race/ethnicity panel will appear with a ribbon chart, and users can adjust the y axis using the white circles on the left side of the graph to "zoom in" on the graph to reduce the axis to see more details and can close the panel by clicking the "X" in the right corner. Users can also see the information in a tabular format by clicking on the "Visits by Race Table" button.

Percent of Total Visits

Total Number of Visits
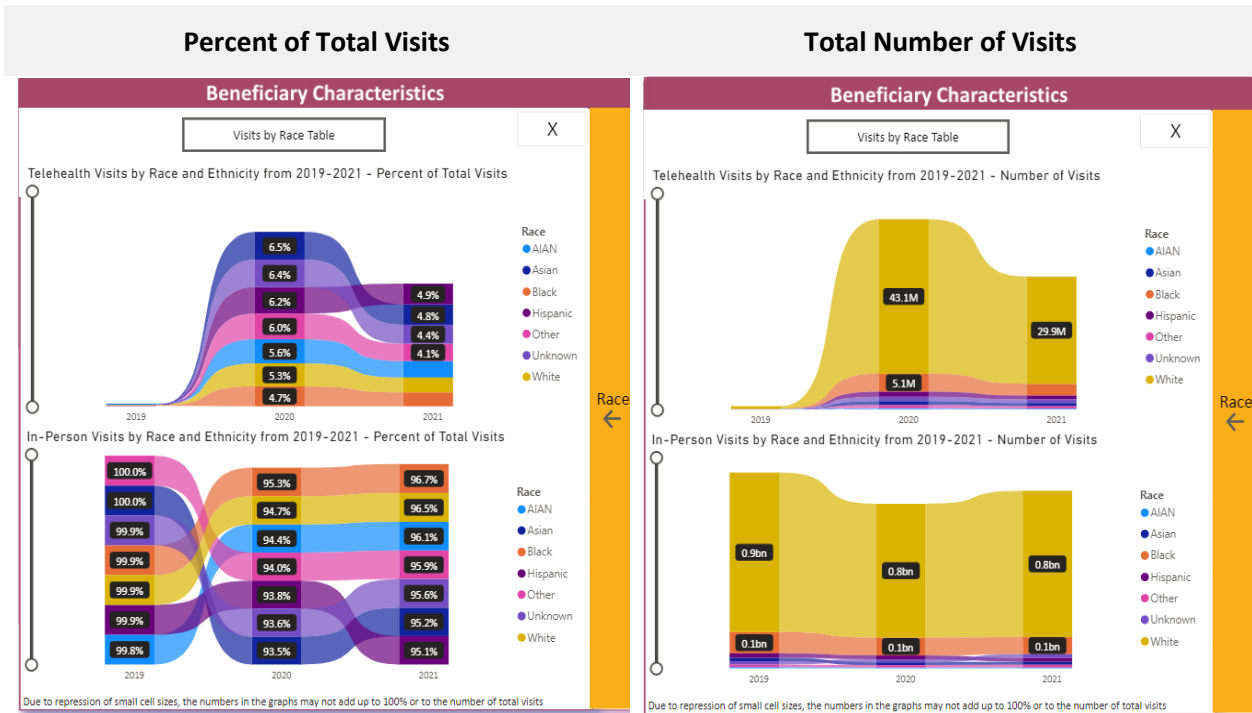
Percent of Total Visits Table

Beneficiary Characteristics

Telehealth Visits by Race and Ethnicity from 2019-2021 – Percent of Total Visits

Race	2019	2020	2021
AIAN	0.2%	5.6%	3.9%
Asian	0.0%	6.5%	4.8%
Black	0.1%	4.7%	3.3%
Hispanic	0.1%	6.2%	4.9%
Other	0.0%	6.0%	4.1%
Unknown	0.1%	6.4%	4.4%
White	0.1%	5.3%	3.5%
Total	0.1%	5.3%	3.5%

In-Person Visits by Race and Ethnicity from 2019-2021 – Percent of Total Visits

Race	2019	2020	2021
AIAN	99.8%	94.4%	96.1%
Asian	100.0%	93.5%	95.2%
Black	99.9%	95.3%	96.7%
Hispanic	99.9%	93.8%	95.1%
Other	100.0%	94.0%	95.9%
Unknown	99.9%	93.6%	95.6%
White	99.9%	94.7%	96.5%
Total	99.9%	94.7%	96.5%

Due to repression of small cell sizes, the numbers in the graphs may not add up to 100% or to the number of total visits

Total Number of Visits

Beneficiary Characteristics

Telehealth Visits by Race and Ethnicity from 2019-2021 – Number of Visits

Race	2019	2020	2021
AIAN	15,620	330,408	218,056
Asian	9,308	1,112,501	906,482
Black	84,759	5,061,566	3,289,210
Hispanic	21,064	1,414,055	1,077,798
Other	7,374	832,279	629,108
Unknown	10,245	1,200,803	993,894
White	712,436	43,133,150	29,933,083
Total	860,806	53,084,762	37,047,631

In-Person Visits by Race and Ethnicity from 2019-2021 – Number of Visits

Race	2019	2020	2021
AIAN	6,533,741	5,517,723	5,437,700
Asian	19,516,973	16,005,902	18,119,066
Black	121,954,693	103,119,666	97,639,329
Hispanic	25,116,861	21,477,434	21,088,475
Other	15,740,817	13,071,514	14,899,234
Unknown	18,885,130	17,490,827	21,502,166
White	912,210,570	764,460,235	837,655,731
Total	1,119,958,785	941,143,301	1,016,341,701

Due to repression of small cell sizes, the numbers in the graphs may not add up to 100% or to the number of total visits

Tooltips

Hovering over any visual, including tables, will display a report tooltip relevant to that demographic. For example, the tooltip in the beneficiary characteristics reports is separated into two parts:

Number and Percent of Total Visits

- Interactive title showing the selected visit modality, year, geography, and HPSA status
- Interactive subtitle with additional filters
- Total number of visits
- Percent of total visits by geography: Number of telehealth (or in-person) visits in rural (or urban) area divided by the total number of telehealth (or in-person) visits (e.g., 61% of all telehealth visits in 2019 took place in rural areas)
- Percent of visits by modality: total number of telehealth visits (or in-person visits)/total number of visits by year (e.g., 0.2% of all visits in rural areas in 2019 took place via telehealth)

Change in visits compared to prior years

- Interactive title showing the selected modality, year, geography, and HPSA status
- Interactive subtitle with additional filters (as needed)
- Percent change from the year selected and 2019
- The difference between the total number of visits between 2019 and the year selected
- Percent change from the year selected and 2020
- The difference between the total number of visits between 2020 and the year selected

2019 Tooltip
Note: percent change is 2019-2020/2021 and should be interpreted with caution

2020 Tooltip
Note: percent change is 2020-2019/2019

2021 Tooltip
Note: percent change is 2019-2021/2019 and percent change is 2020-2021/2020

Filters

Users can dig into the data by using filters to explore subsets of the data. Please note, filters will impact both the numerator and denominator of the metric, percent of total visits. For example, if the report is filtered for only rural visits, the percent of total visits would be total number of telehealth (or in-person) visits in rural areas/total number of visits in rural areas.

The examples below are in the Beneficiary Characteristics "Explore All Visits" report but they also apply to all the reports in the dashboard.

In filter section of the toolbar, users can filter based on geography (rural vs. urban) or Primary Care Health Professional Shortage Areas (HPSA).
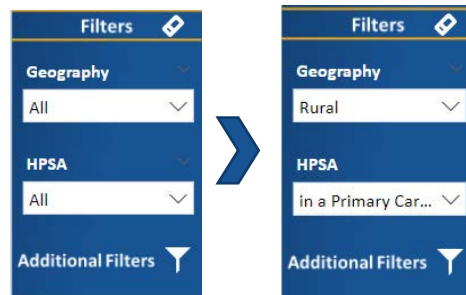
When selecting one of the main filters, the interactive subtitle will update to indicate the filter selection and the entire report will update
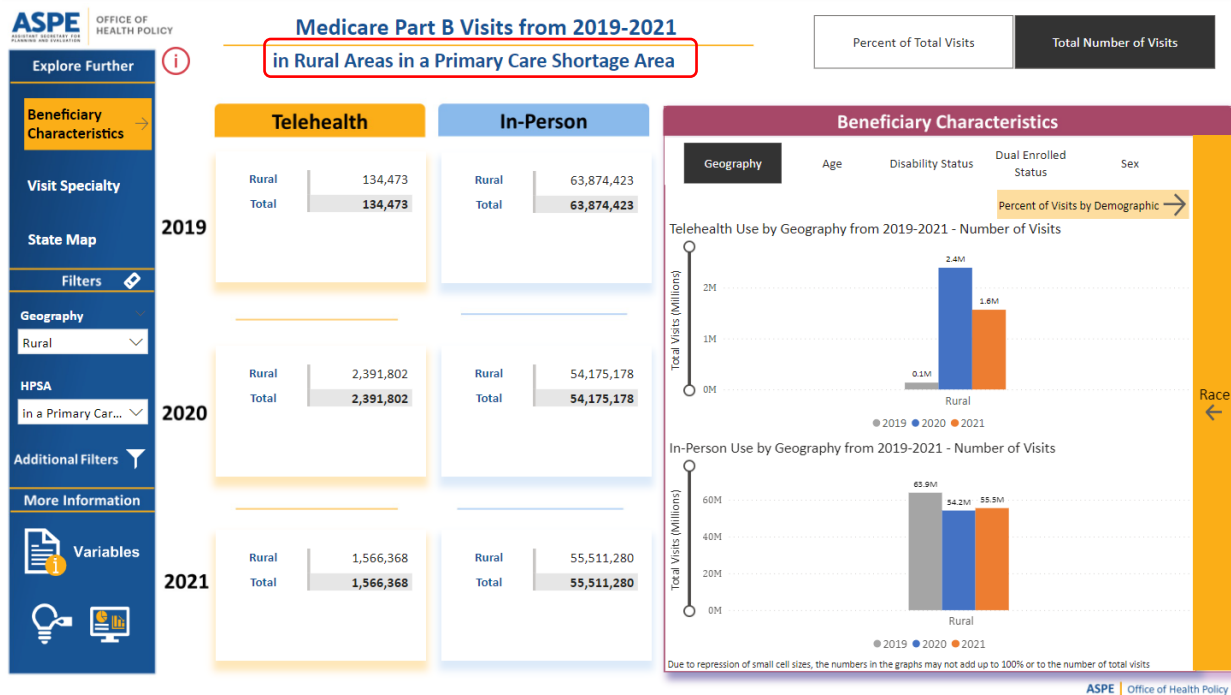
Users can also use the additional filters button to filter on all demographic variables and by year. Users can select multiple options by **ctrl + click** each option.
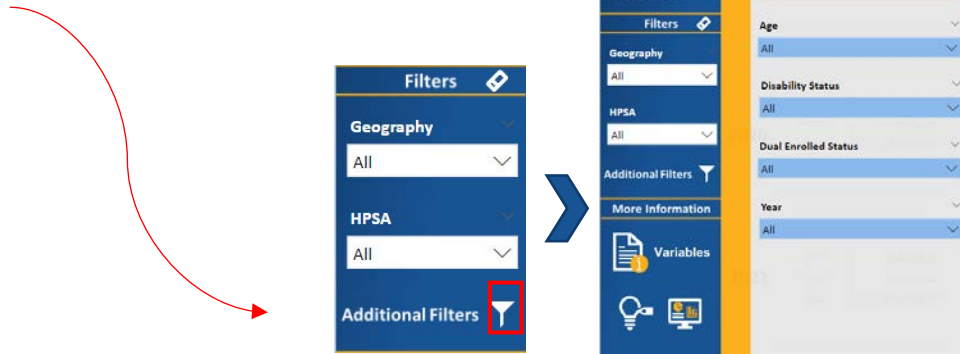
When selecting additional filters, the entire report will update based on the selections and a secondary subtitle will update to indicate which filter(s) were selected.

Visit Specialty

Navigation

To navigate to the **Visit Specialty** section, click on the [Visit Specialty →] button in the "**Explore Further**" Section of the toolbar. A panel will appear with two options "**Explore All Visits**" or "**Drill Down into Telehealth Visits**." Click on the button to navigate to the desired page. When the button is **GOLD**, it indicates you are currently on that section. You can close the panel using the "**X**" in the upper right corner.
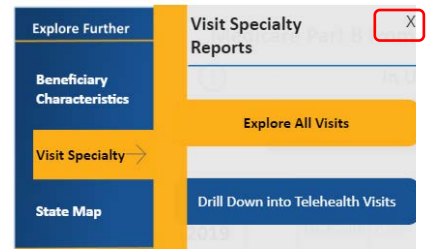
Report Page - Explore All Visits

The Visit Specialty "Explore All Visits" report has the same two main metrics **Percent of Total Visits** and **Total Number of Visits**. The metric you select will impact all of the visuals in the report page and the title will also change based on the metric selection.

The left side of the report displays tables that stratifies the metric of choice (Percent of Total Visits or Total Number of Visits) by visit type based on the primary reason for the visit - behavioral health visits[3] and non-behavioral health visits[4] from 2019 to 2021. It also shows the number or the percent of total visits by telehealth and in-person visits.

Notes: hover and click on the ⓘ icon for more information on the definitions. Also, if the number of visits is below 30, then the symbol "***" will appear. These numbers are suppressed due to small cell size.

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[3] Behavioral health visits where the primary reason for the visit is for mental health or substance use; but excludes dementia or Alzheimer's disease.
[4] Non-behavioral health visits where the primary reason for the visit are all other reasons including medical, surgical or rehabilitation.

Percent of Total Visits

ASPE OFFICE OF HEALTH POLICY

Explore Further

Beneficiary Characteristics

Visit Specialty →

State Map

Filters

Geography
All

HPSA
All

Provider Specialty
All

More Information

Variables

Medicare Part B from 2019-2021 - Percent of Total Visits

in Urban & Rural Areas

| Percent of Total Visits | Total Number of Visits |

Behavioral Health Visits

2019	In-Person	99.1%
	Telehealth	0.9%
	Total	100.0%

2020	In-Person	74.8%
	Telehealth	25.2%
	Total	100.0%

2021	In-Person	76.3%
	Telehealth	23.7%
	Total	100.0%

Non-Behavioral Health Visits

2019	In-Person	100.0%
	Telehealth	<0.01
	Total	100.0%

2020	In-Person	96.0%
	Telehealth	4.0%
	Total	100.0%

2021	In-Person	97.7%
	Telehealth	2.3%
	Total	100.0%

Number of Behavioral Health Visits by Provider Specialty

| Behavioral Health Visits | Non-Behavioral Health Visits |

Table of Visits

● Telehealth ● In-Person

Primary Care

- 2019: 99.3%
- 2020: 15.9% | 84.1%
- 2021: 88.6%

Telehealth — In-Person

Specialist Care

- 2019: 98.9%
- 2020: 38.1% | 61.9%
- 2021: 41.3% | 58.7%

Note: Behavioral health visits with primary care providers and behavioral health specialists.

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Total Number of Visits

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Explore Further

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HPSA
All

Provider Specialty
All

More Information

Variables

Medicare Part B Visits from 2019-2021

in Urban & Rural Areas

| Percent of Total Visits | Total Number of Visits |

Behavioral Health Visits

2019	In-Person	68,047,280
	Telehealth	588,928
	Total	68,636,208

2020	In-Person	47,907,488
	Telehealth	16,156,651
	Total	64,064,139

2021	In-Person	46,815,894
	Telehealth	14,531,461
	Total	61,347,355

Non-Behavioral Health Visits

2019	In-Person	1,051,911,505
	Telehealth	271,879
	Total	1,052,183,384

2020	In-Person	893,235,813
	Telehealth	36,928,137
	Total	930,163,950

2021	In-Person	959,390,857
	Telehealth	22,143,187
	Total	981,534,044

Number of Behavioral Health Visits by Provider Specialty

| Behavioral Health Visits | Non-Behavioral Health Visits |

Table of Visits

● Telehealth ● In-Person

Primary Care

- 2019: 38.5M
- 2020: 5.9M | 31.3M
- 2021: 32.0M

Telehealth — In-Person

Specialist Care

- 2019: 29.6M
- 2020: 10.2M | 16.6M
- 2021: 10.4M | 14.8M

Note: Behavioral health visits with primary care providers and behavioral health specialists.

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Report Page – Drill Down into Telehealth Visits

The Beneficiary Characteristics "Drill Down into Telehealth Visits" report has the same two main metrics **Percent of Total Telehealth Visits and Total Number of Telehealth Visits.** The metric you select will impact all of the visuals in the report page and the title will also change based on the metric selection.
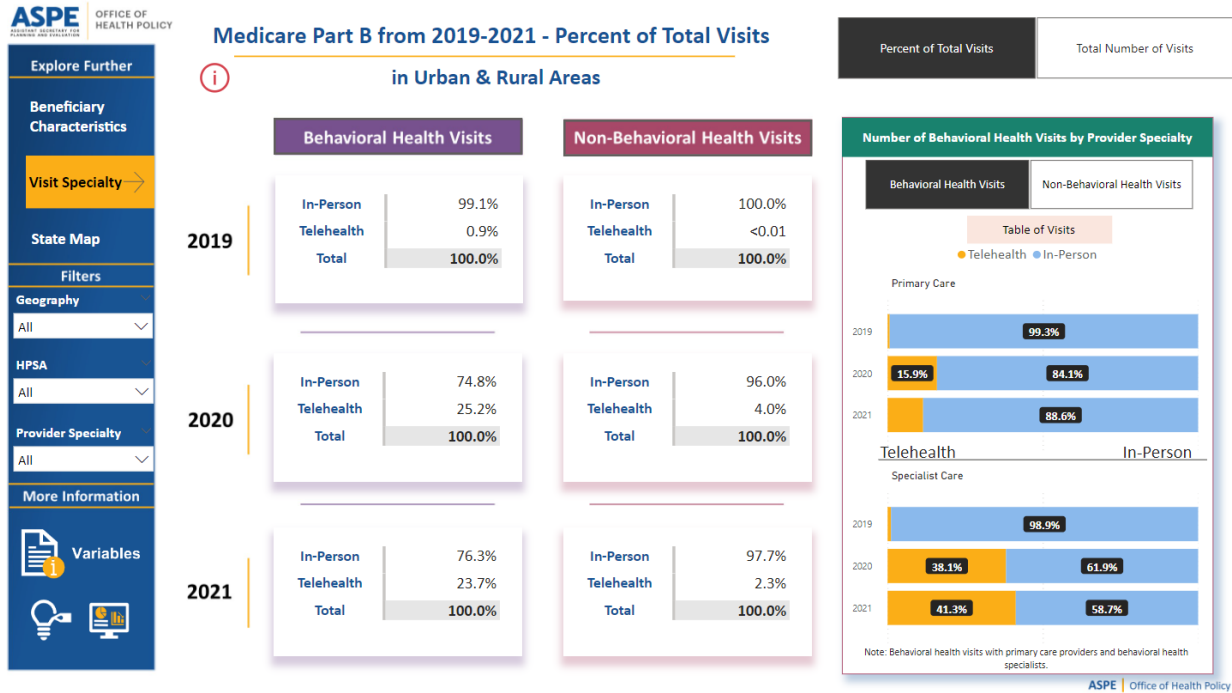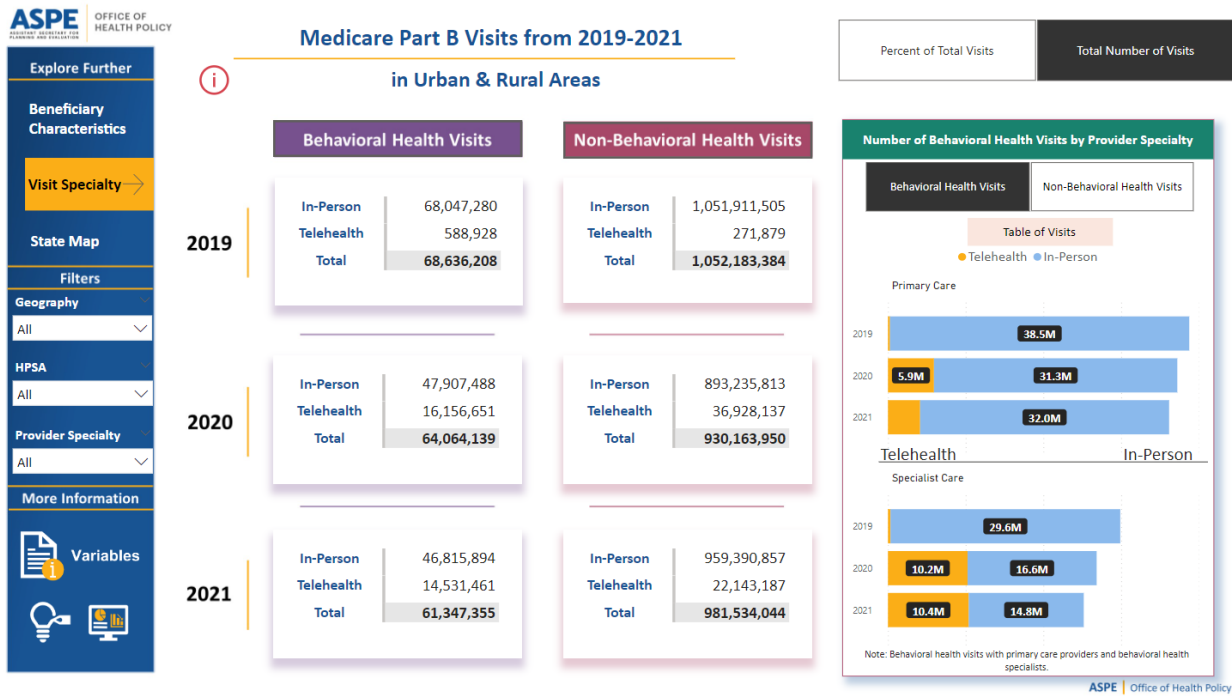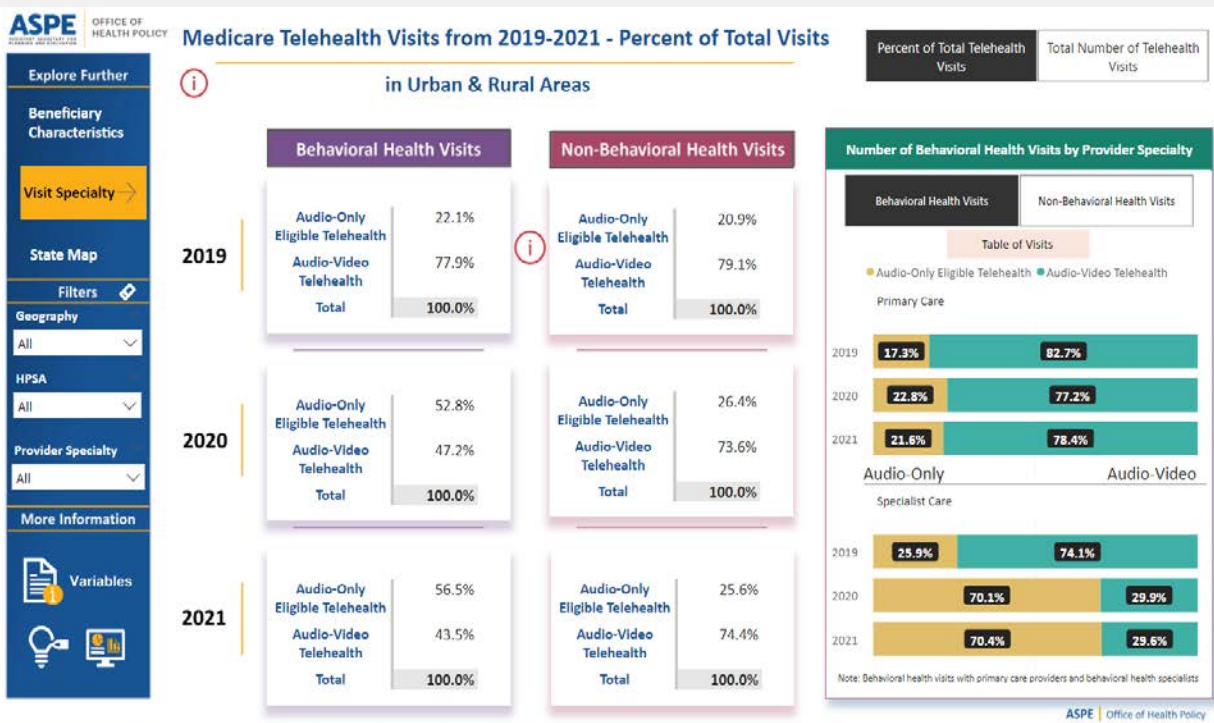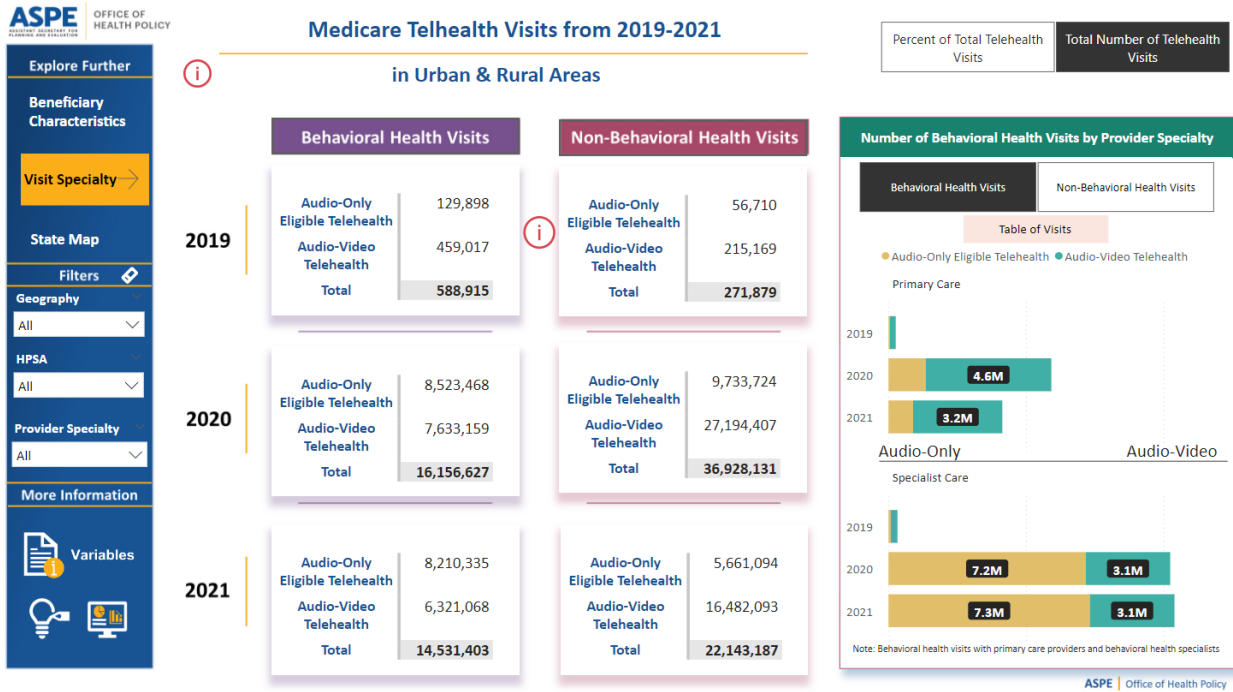
The left side of the report displays tables that stratifies the metric of choice (Percent of Total Telehealth Visits or Total Number of Visits) by behavioral health visits[3] and non-behavioral health visits[4] from 2019 to 2021. (hover and click on the titles for more information). It also shows the number or the percent of total telehealth visits by telehealth modality (audio-only eligible vs. two-way audio-video telehealth)

Notes: hover and click on the ⓘ icon for more information on the definitions. Also if the number of visits is below 30, then the symbol "***" will appear. These numbers are suppressed due to small cell size.
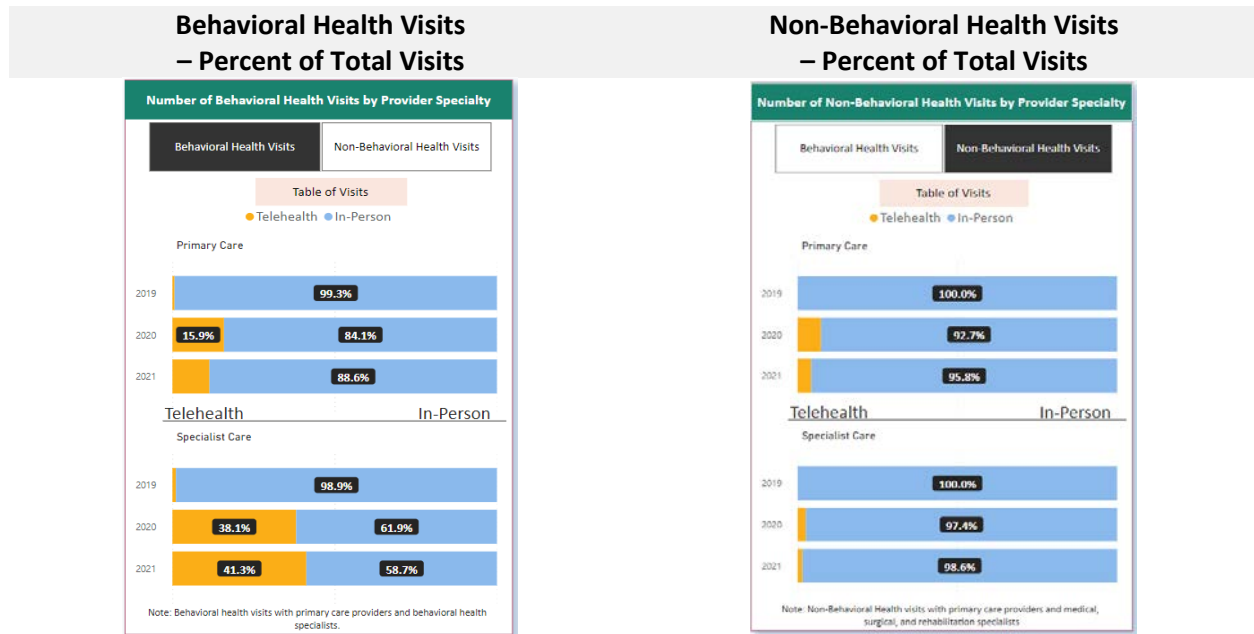

Percent of Total Visits

<table>
<tr><th></th><th colspan="2">Behavioral Health Visits</th><th colspan="2">Non-Behavioral Health Visits</th></tr>
<tr><td rowspan="3">2019</td><td>Audio-Only Eligible Telehealth</td><td>22.1%</td><td>Audio-Only Eligible Telehealth</td><td>20.9%</td></tr>
<tr><td>Audio-Video Telehealth</td><td>77.9%</td><td>Audio-Video Telehealth</td><td>79.1%</td></tr>
<tr><td>Total</td><td>100.0%</td><td>Total</td><td>100.0%</td></tr>
<tr><td rowspan="3">2020</td><td>Audio-Only Eligible Telehealth</td><td>52.8%</td><td>Audio-Only Eligible Telehealth</td><td>26.4%</td></tr>
<tr><td>Audio-Video Telehealth</td><td>47.2%</td><td>Audio-Video Telehealth</td><td>73.6%</td></tr>
<tr><td>Total</td><td>100.0%</td><td>Total</td><td>100.0%</td></tr>
<tr><td rowspan="3">2021</td><td>Audio-Only Eligible Telehealth</td><td>56.5%</td><td>Audio-Only Eligible Telehealth</td><td>25.6%</td></tr>
<tr><td>Audio-Video Telehealth</td><td>43.5%</td><td>Audio-Video Telehealth</td><td>74.4%</td></tr>
<tr><td>Total</td><td>100.0%</td><td>Total</td><td>100.0%</td></tr>
</table>

Number of Behavioral Health Visits by Provider Specialty

Primary Care
- 2019: 17.3% Audio-Only, 82.7% Audio-Video
- 2020: 22.8% Audio-Only, 77.2% Audio-Video
- 2021: 21.6% Audio-Only, 78.4% Audio-Video

Specialist Care
- 2019: 25.9% Audio-Only, 74.1% Audio-Video
- 2020: 70.1% Audio-Only, 29.9% Audio-Video
- 2021: 70.4% Audio-Only, 29.6% Audio-Video

Note: Behavioral health visits with primary care providers and behavioral health specialists
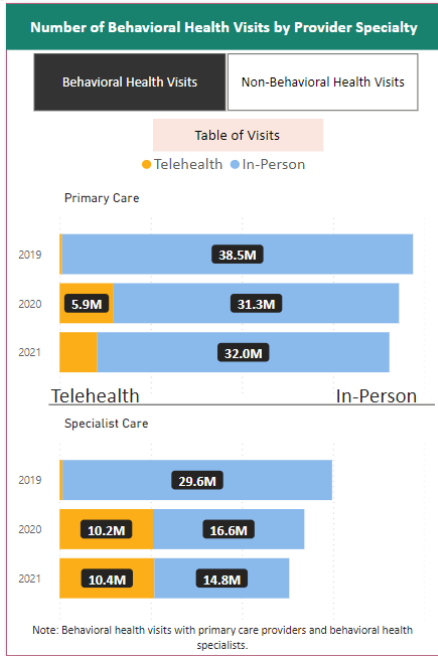
Total Number of Visits


Number of Visits by Visit Specialty Charts

The right side of the Visit Specialty report shows bar charts which allow users to explore the Percent of Total Visits or Total Number of Visits by visit type - behavioral health visits[3] and non-behavioral health visits[4] using the tabbed filters below the section title. The bar charts for each visit type are further stratified by visit specialty – primary care vs. specialist. Please note the examples show the graphs for the "Explore All Visits" report, however the functions are the same in the telehealth drill down report.

Behavioral Health Visits
– Percent of Total Visits

Non-Behavioral Health Visits
– Percent of Total Visits

Behavioral Health Visits –Total Number of Visits	Non-Behavioral Health Visits – Total Number of Visits
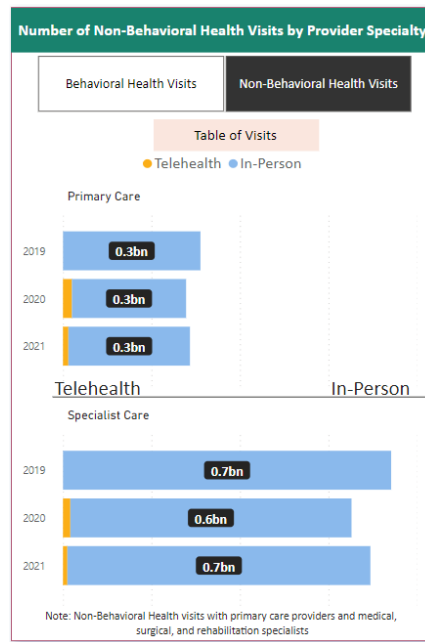
These reports also have tooltip and filtering features described earlier.

State Map

Navigation

To navigate to the **State Map** section, click on the

button in the "**Explore Further**" Section of the toolbar. Click on the button to navigate to the desired page. When the button is **GOLD**, it indicates you are currently on that section.


Report Page – State Map

The State map report has the same two metrics **Percent of Total Visits** and **Total Number of Visits**. The metric you select will impact the bubble map and the title will also change based on the metric selection. The size of the bubbles on the map reflects the relative difference in the metric between states.

In the left tool bar, users can select the year and visit modality of interest to change the bubble map and the bar graphs. Users can only select one year at a time.

Notes: Note if the number of visits is below 30, then the symbol "***" will appear. These numbers are suppressed due to small cell size.
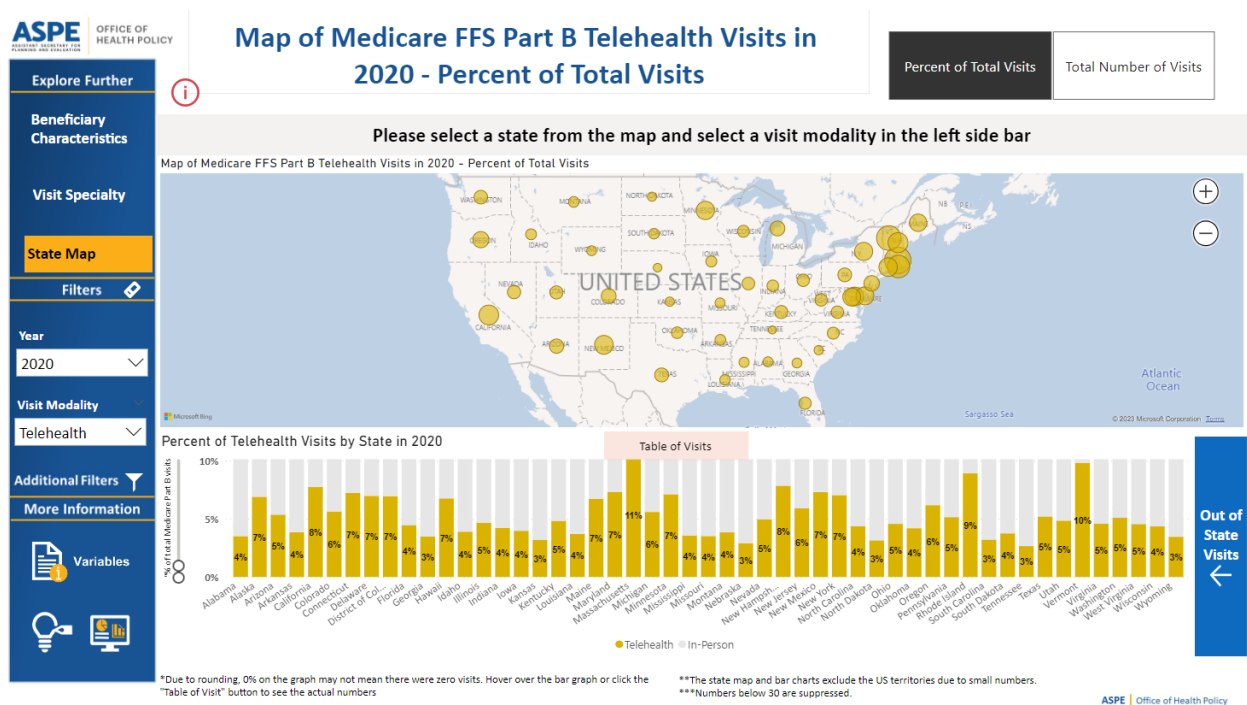
On the bottom of the report, users can explore the percent of total visits conducted via telehealth by state in the selected year (note: this graph is not impacted by the selected visit modality in the left tool bar or metric).

Percent of Telehealth Visits by State in 2021
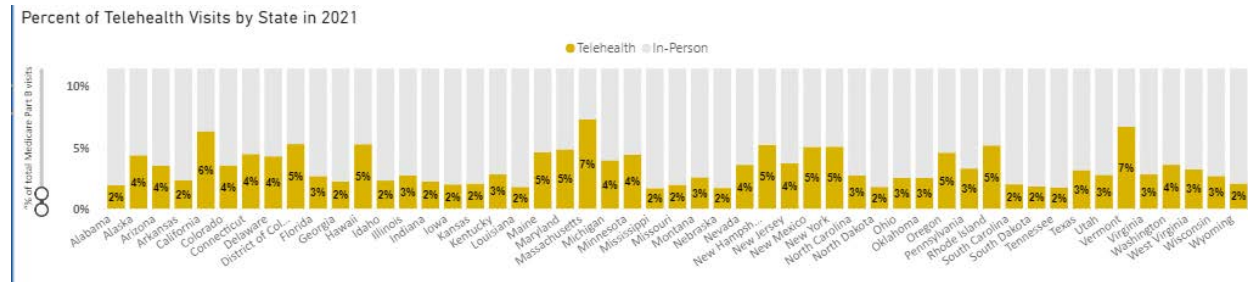
By clicking on the blue bar button to the right of the bar chart, users can explore percent of total visits (telehealth, in-person, or all) that took place with an out of state provider (note: this graph is not impacted by the metric selected in the left tool bar).

Percent of Telehealth Visits Performed by an Out of State Provider by State in 2021
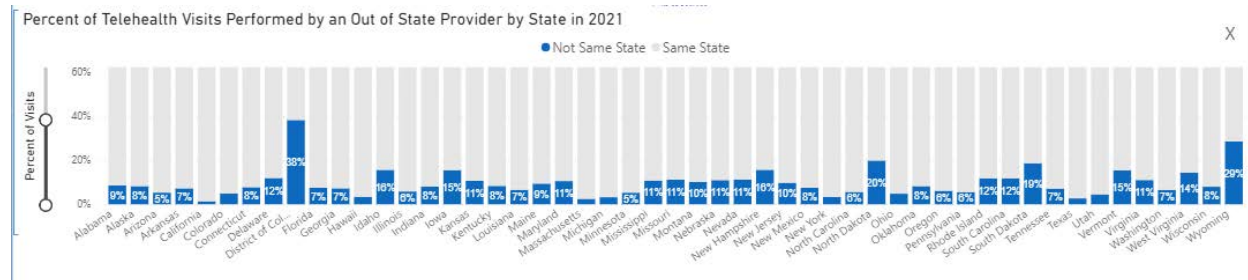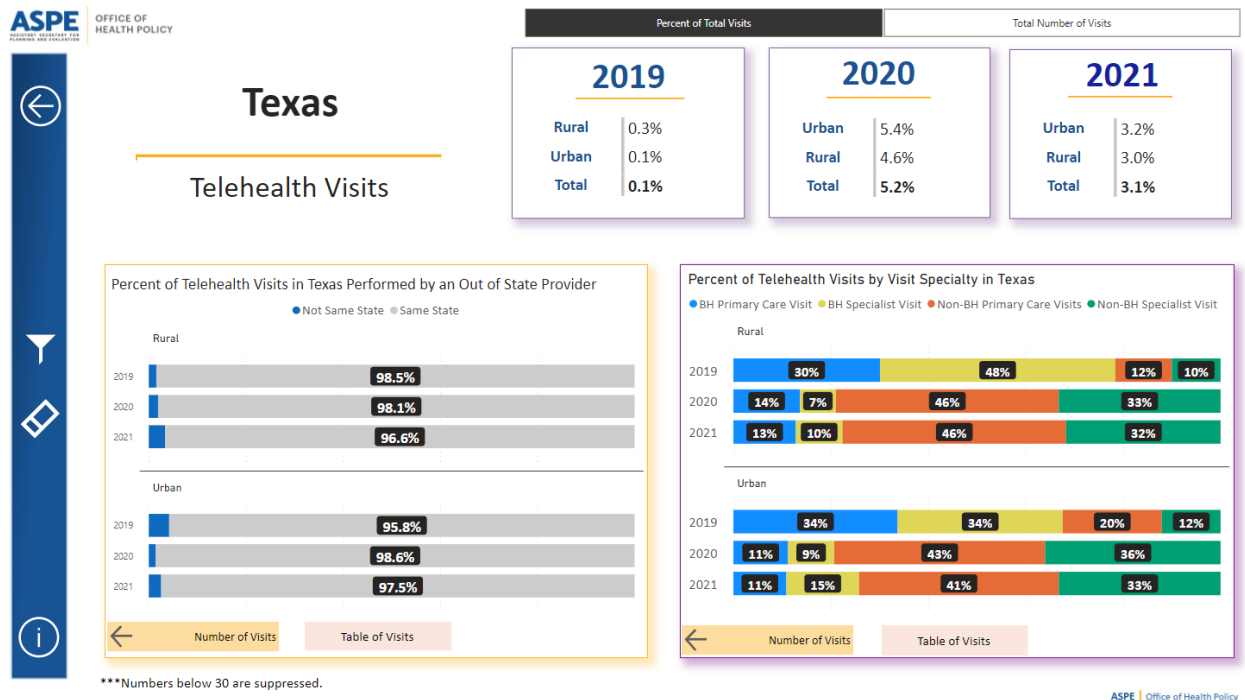
Report Page – State Profile

Users can learn more about an individual state by selecting a state on either the bubble map or any of the bar graphs then clicking the yellow (drill through) button above the bubble map, "Click here to see a breakdown of [modality] visits in [state]. Note: the selected visit modality (in-person/telehealth) will "carry-over" into the state profile page

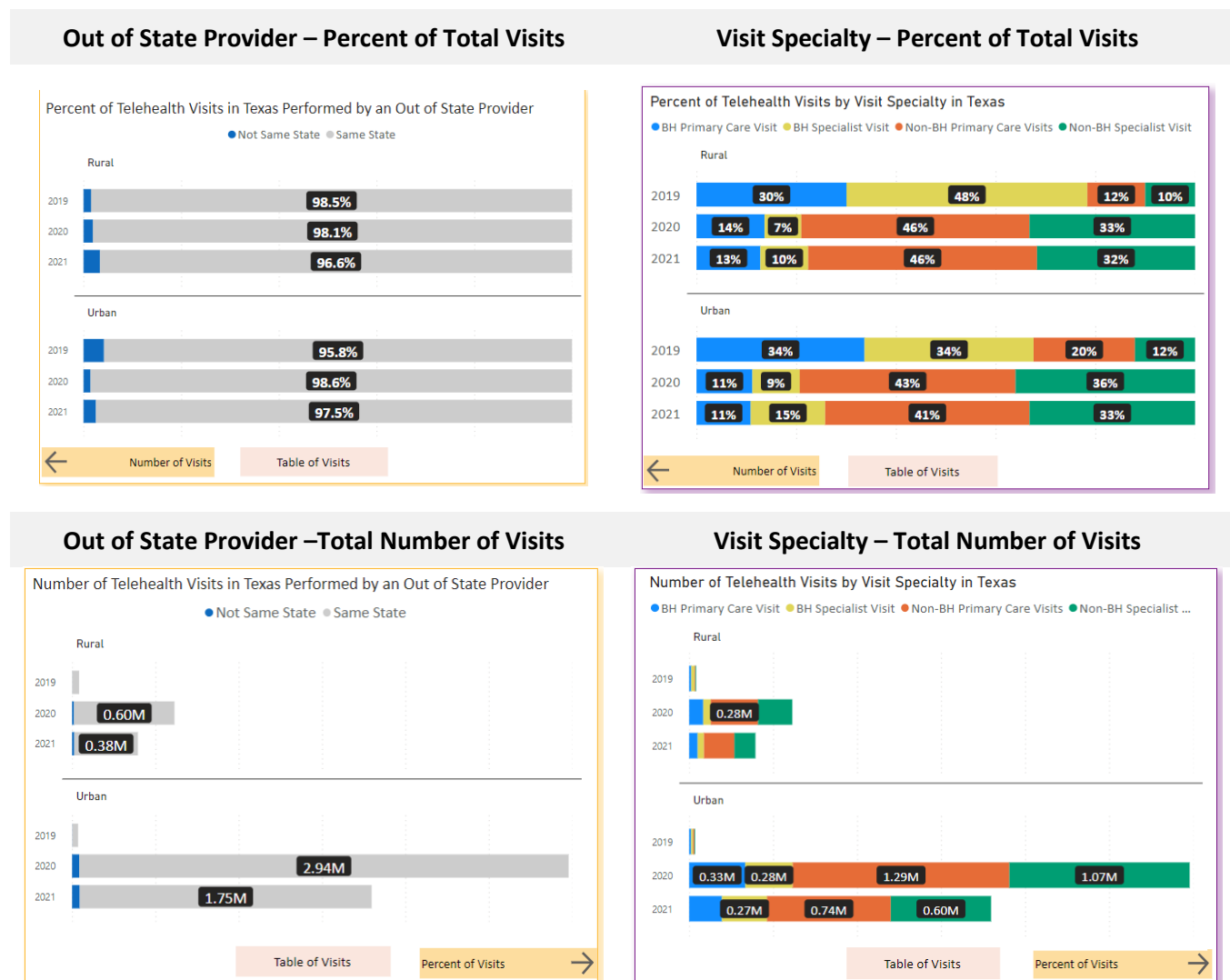Map of Medicare FFS Part B Telehealth Visits in 2020 - Percent of Total Visits
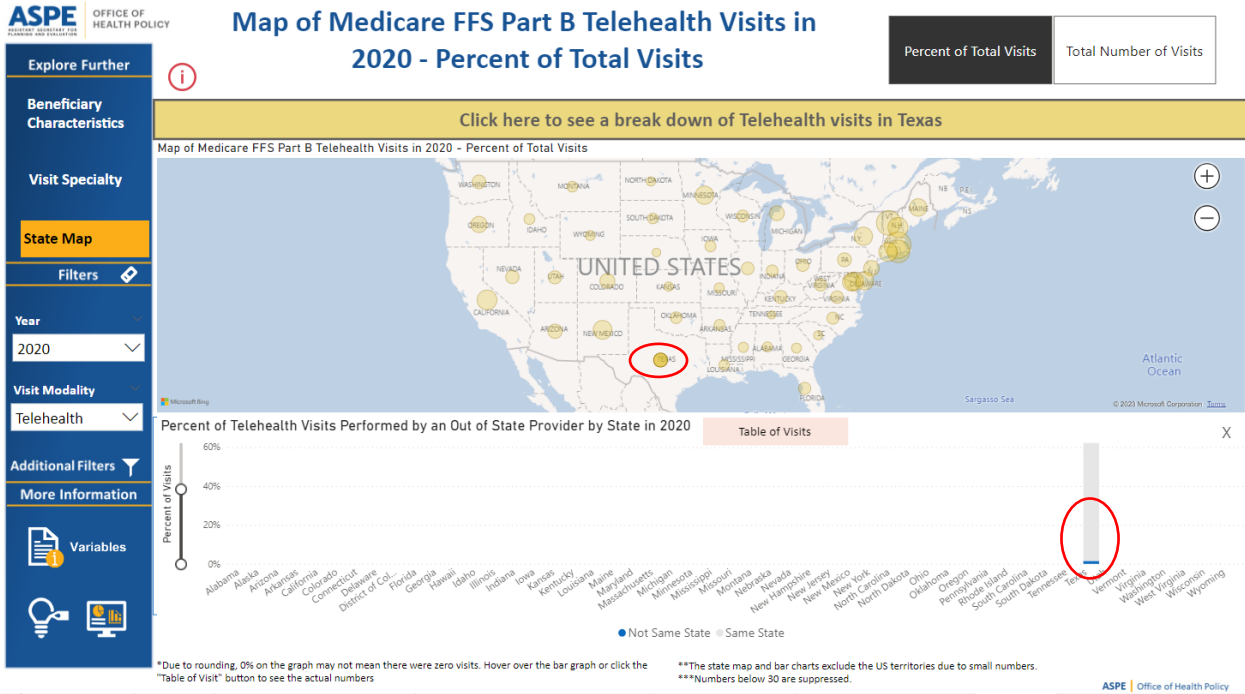
After clicking the drill through button, users will be taken to the state profile page based on their selections (state and modality). The state profile page has the same two main metrics **Percent of Total Visits** and **Total Number of Visits**. The upper right of the report displays tables that stratifies the metric of choice (Percent of Total Visits or Total Number of Visits) by Urban vs Rural visits from 2019 to 2021.

Number of Visits by Visit Specialty Charts

The bottom left side of the state profile report allows users to explore the percent of visits that took place with an out of state provider stratified by geography (urban/rural). Clicking on the button in the lower left corner also shows the total number of visits that took place with an out of state provider stratified by geography (urban/rural).

The bottom right-side graph of the state profile report shows users the proportion by visit type and provider specialty (behavioral health primary care visits, behavioral health specialist visit, non-behavioral health primary care visits, non-behavioral health specialist visit) stratified by geography (urban/rural). The button on the lower left corner shows the total number of visits by visit specialty stratified by geography (urban/rural).

Out of State Provider – Percent of Total Visits

Visit Specialty – Percent of Total Visits

Out of State Provider –Total Number of Visits

Visit Specialty – Total Number of Visits

These reports also have tooltip and filtering features described earlier.

Tips and Trouble Shooting Notes

- Some limitations are due to functionality available in Microsoft's current version of Power BI; updates to Power BI may change functionality available.
- We welcome feedback and suggestions on the dashboard and future updates. Please email us at ASPE-Telehealth@hhs.gov with your feedback.

Please cite the source of the dashboard graphics and tables obtained from the Medicare Telehealth Dashboard developed by ASPE's Office of Health Policy:

Office of the Assistant Secretary for Planning and Evaluation. Office of Health Policy. Medicare Fee-for-Service Claims, 2019-2021. Medicare Telehealth Trends Dashboard. Generated interactively from: https://aspe.hhs.gov/medicare-dashboard