

MEDICARE DATA HUB

COVID-19: Telehealth

Commonwealth Fund Analysis of CareJourney Claims Data for
Traditional Medicare Beneficiaries



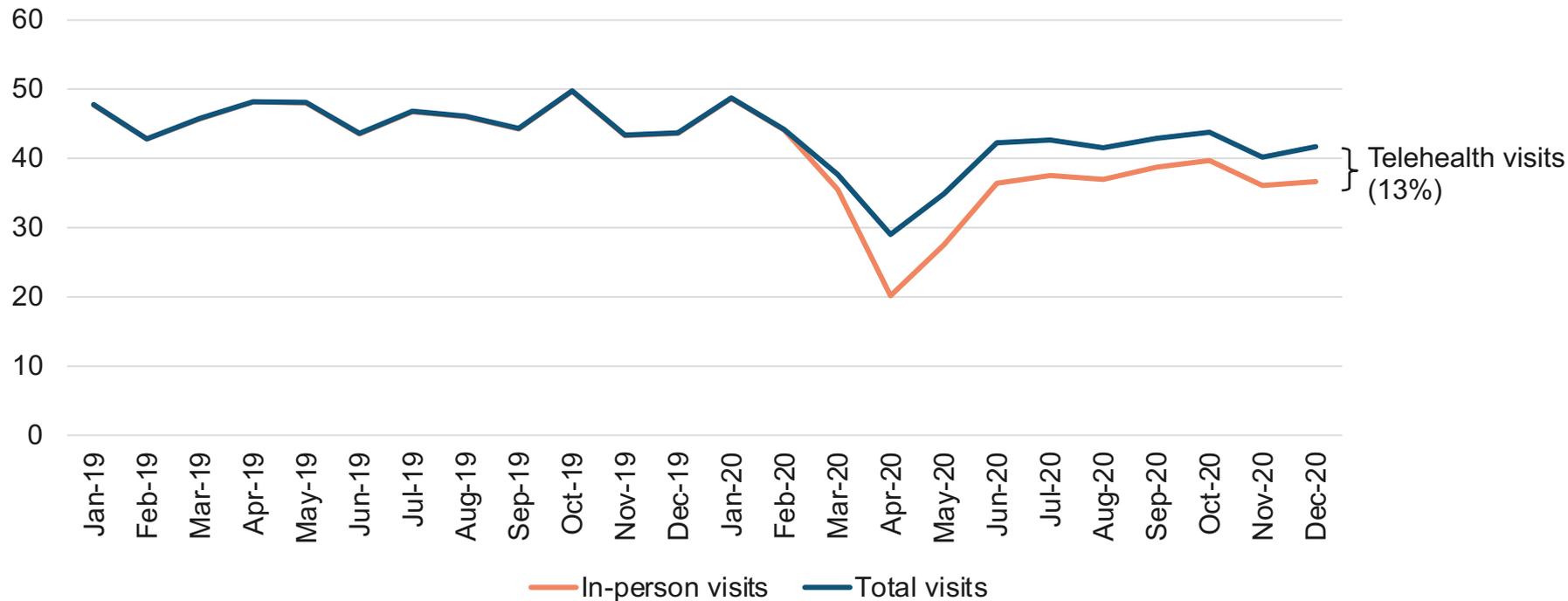
The
Commonwealth
Fund

COVID-19: TELEHEALTH

Telehealth visits were 13 percent of total patient visits for traditional Medicare beneficiaries in 2020. Total visits in 2020 did not rebound to 2019 levels despite an increase in telehealth use.

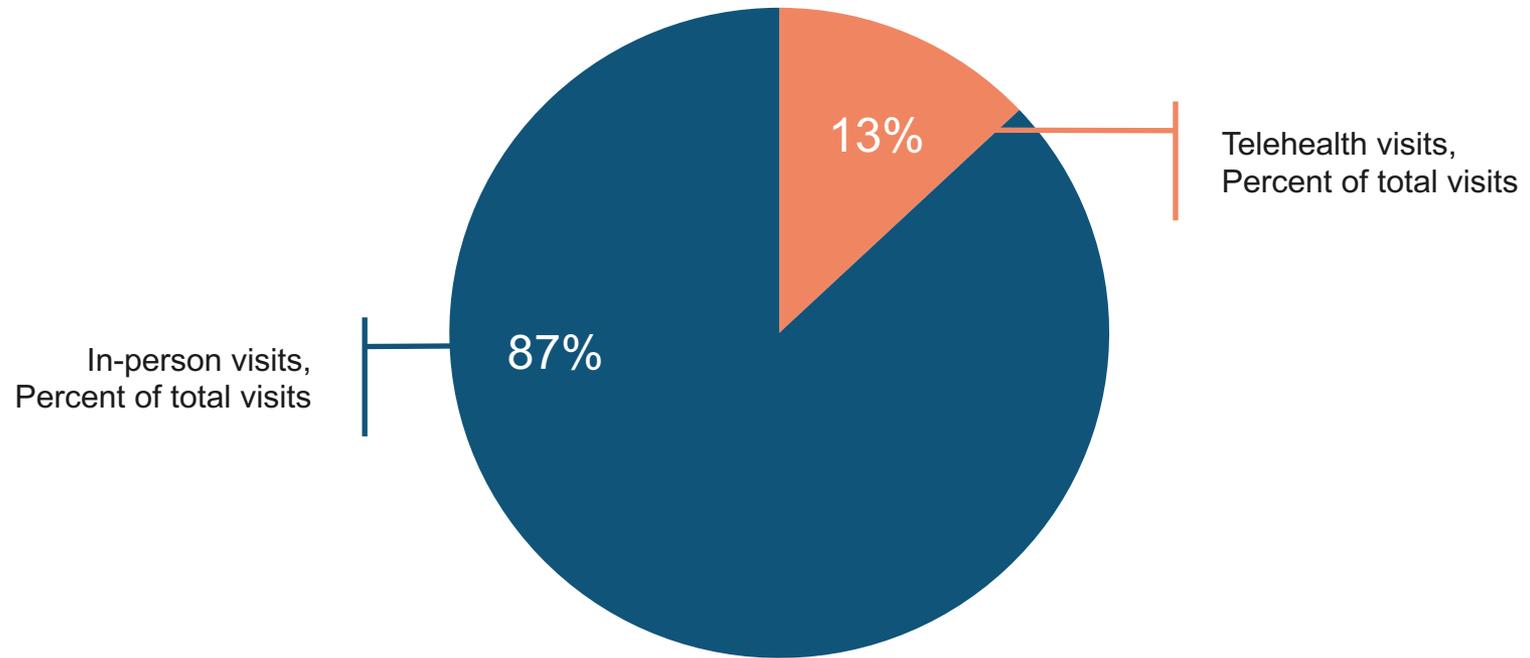
Type of patient visit, by month, among traditional Medicare beneficiaries

Number of visits (millions)



Telehealth visits accounted for 13 percent of all patient visits for traditional Medicare beneficiaries from March to December 2020.

Type of patient visit, among traditional Medicare beneficiaries, March–December 2020

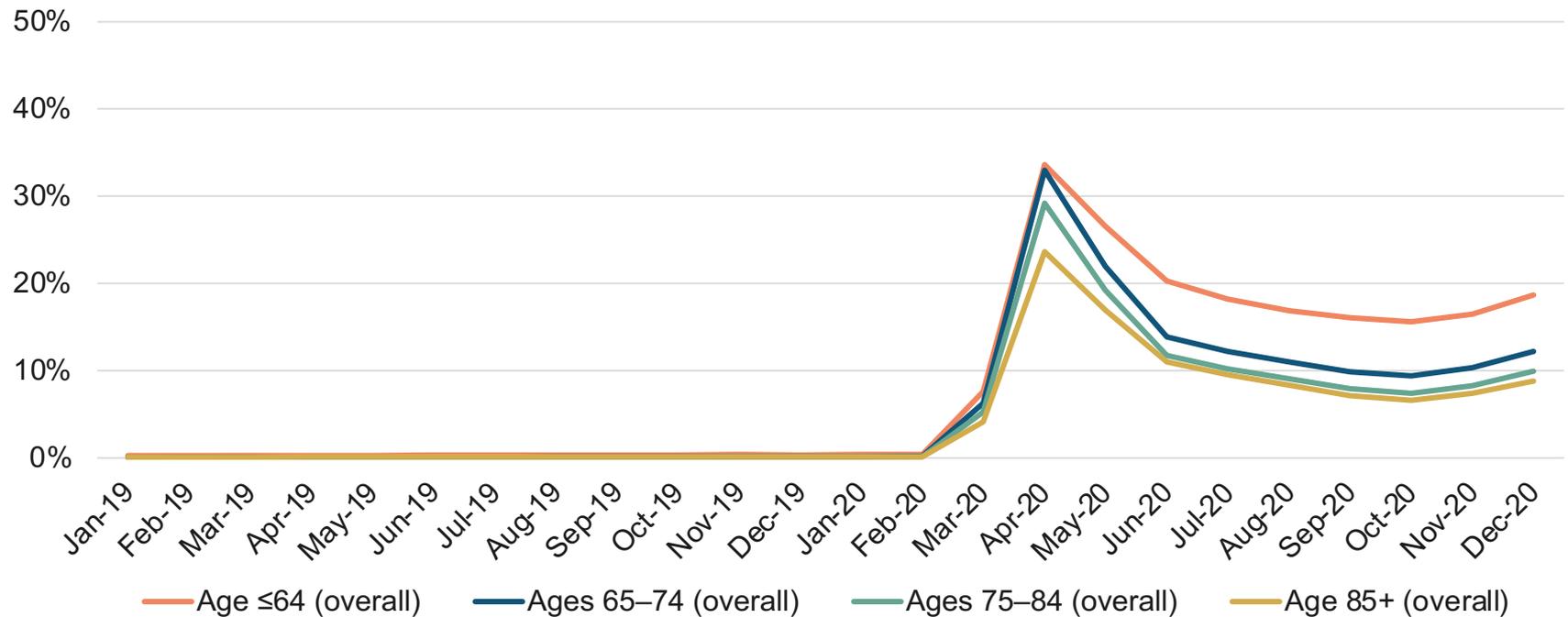


COVID-19: TELEHEALTH

Medicare beneficiaries under age 65 with significant disabilities had higher rates of telehealth visits than older beneficiaries in 2020.

Rate of telehealth visits, by age, by month, among traditional Medicare beneficiaries

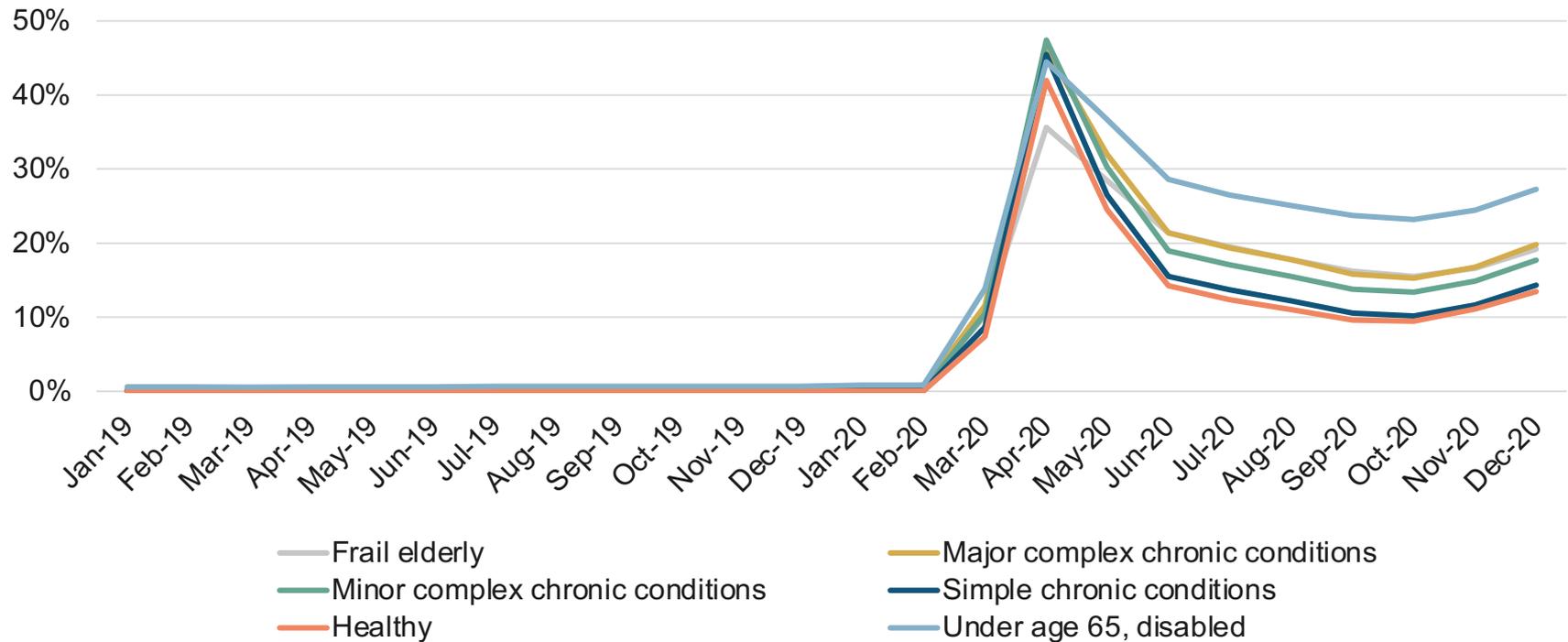
Percent of total visits for each group



Younger Medicare beneficiaries with disabilities had higher rates of telehealth visits in 2020 than other frail beneficiaries.

Rate of telehealth visits, by frailty cohort, by month, among traditional Medicare beneficiaries

Percent of total visits for each group

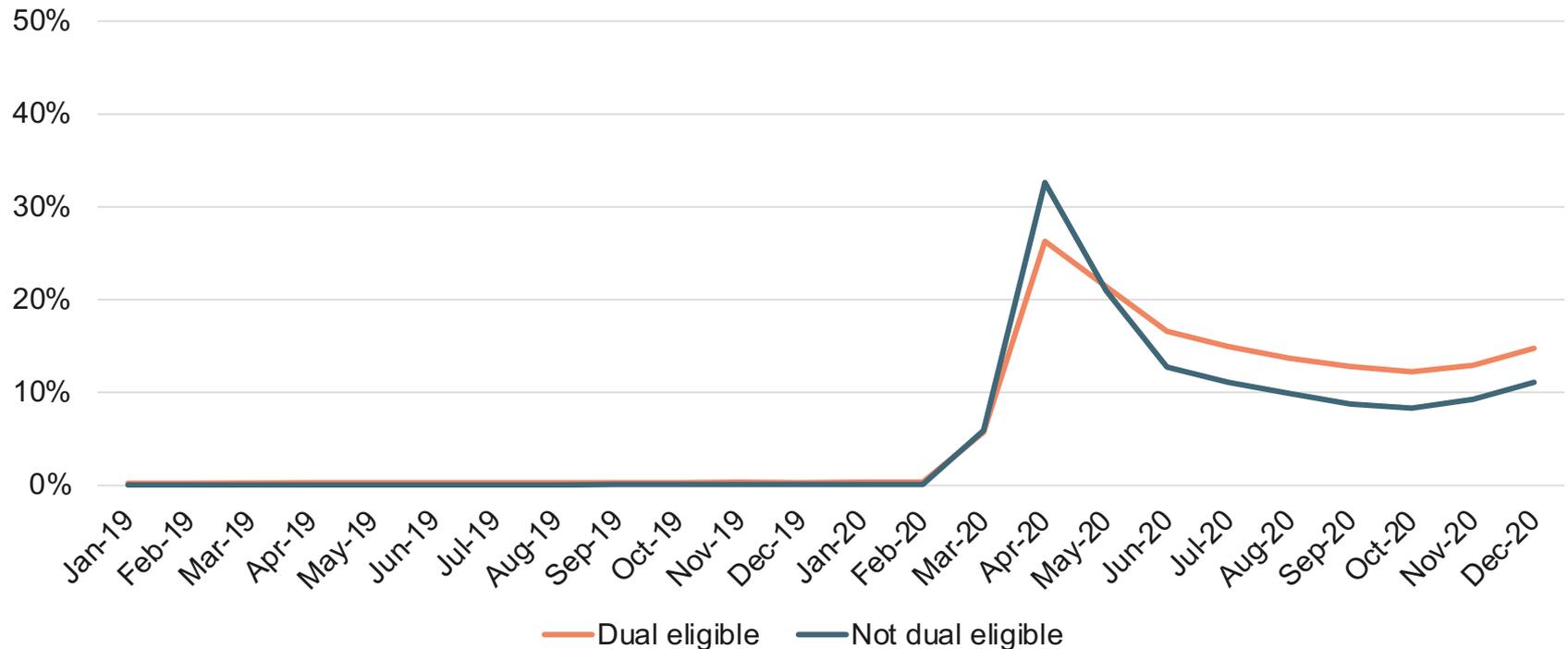


COVID-19: TELEHEALTH

After the start of the pandemic, Medicare beneficiaries who were dually eligible for Medicaid had higher rates of telehealth visits than non-dual-eligible beneficiaries.

Rate of telehealth visits, by dual eligibility, by month, among traditional Medicare beneficiaries

Percent of total visits for each group

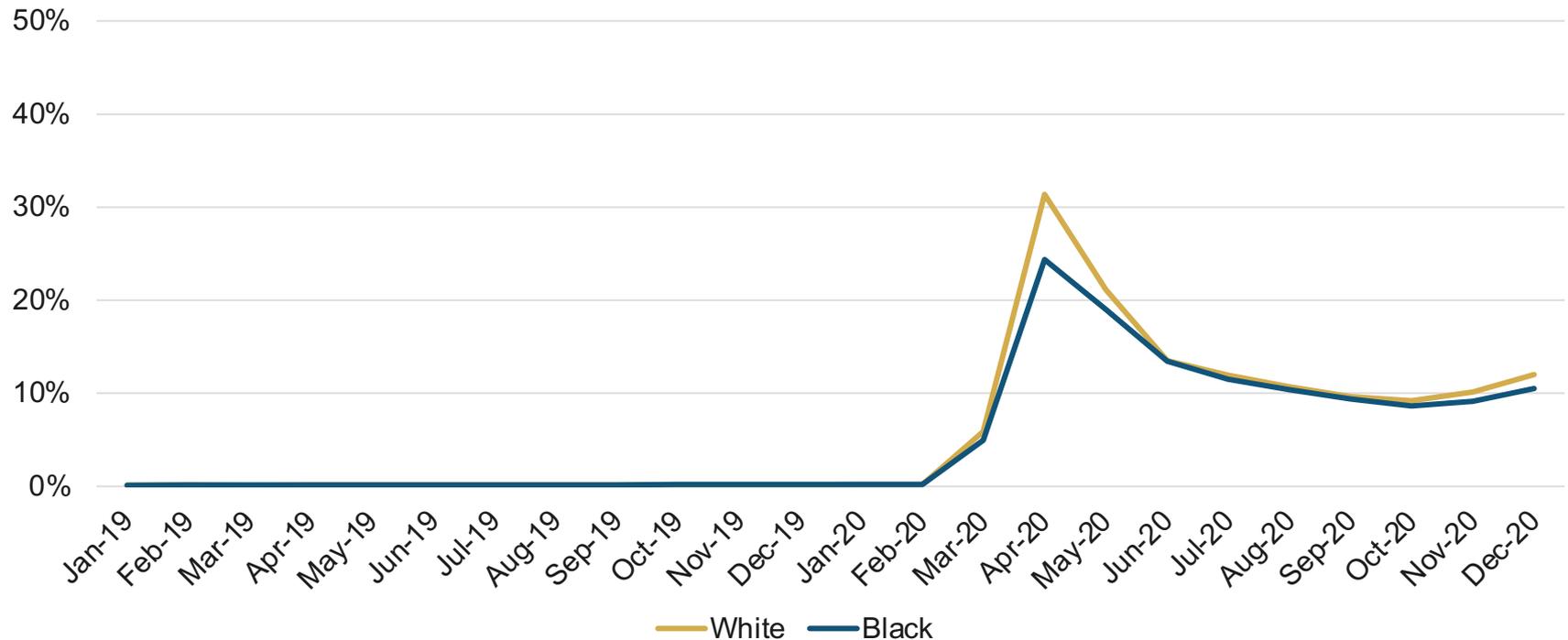


COVID-19: TELEHEALTH

After the initial months of the pandemic, white and Black Medicare beneficiaries had similar rates of telehealth visits in 2020.

Rate of telehealth visits, by race, by month, among traditional Medicare beneficiaries

Percent of total visits for each group

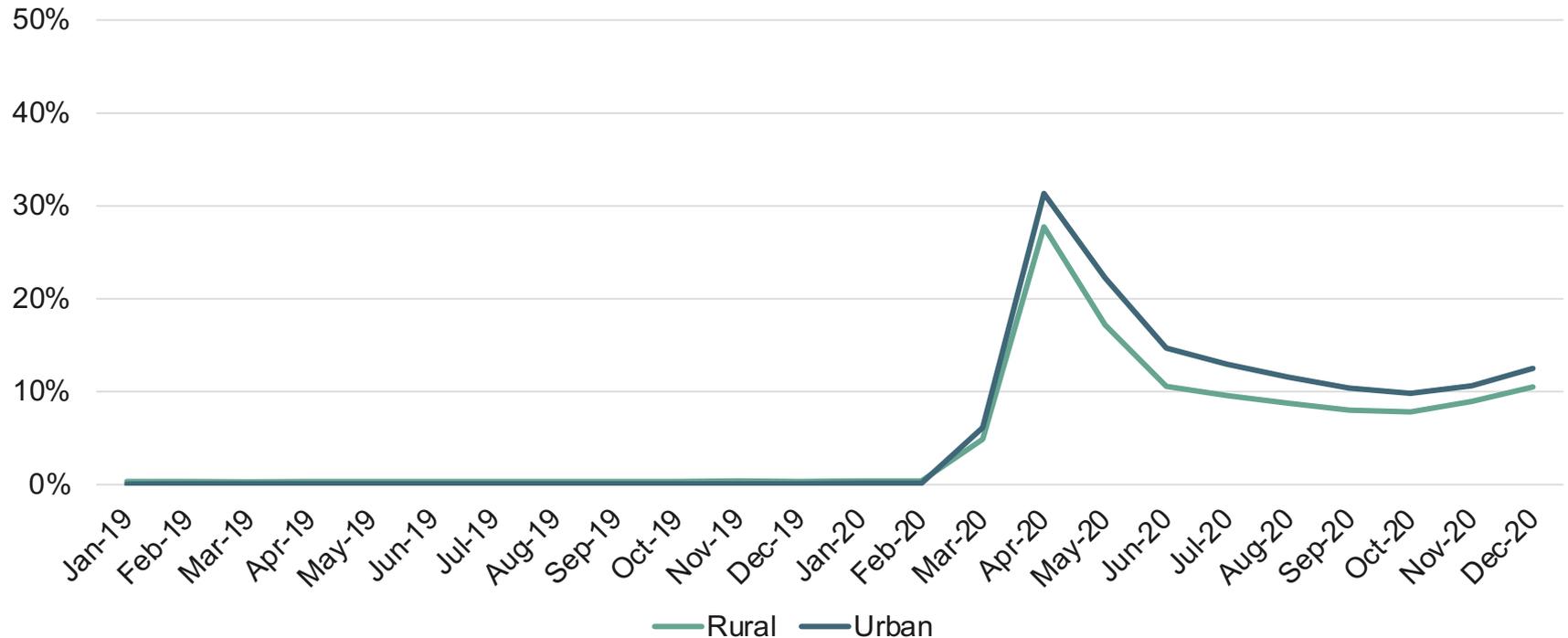


COVID-19: TELEHEALTH

Medicare beneficiaries in urban areas had higher rates of telehealth visits than those in rural areas in 2020.

Rate of telehealth visits, by rurality, by month, among traditional Medicare beneficiaries

Percent of total visits for each group

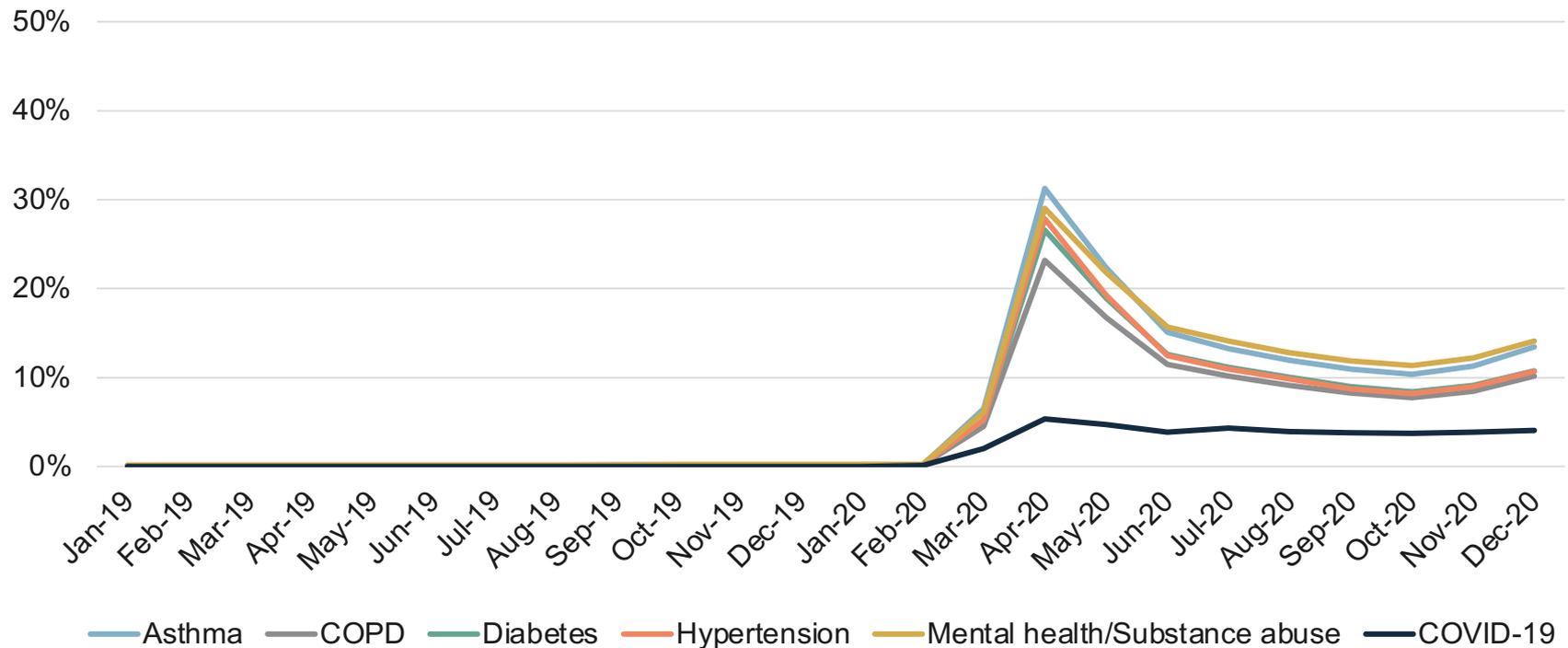


COVID-19: TELEHEALTH

Rates of telehealth visits were similar across Medicare beneficiaries with different chronic conditions. Beneficiaries with COVID-19 were less likely to have telehealth visits in 2020.

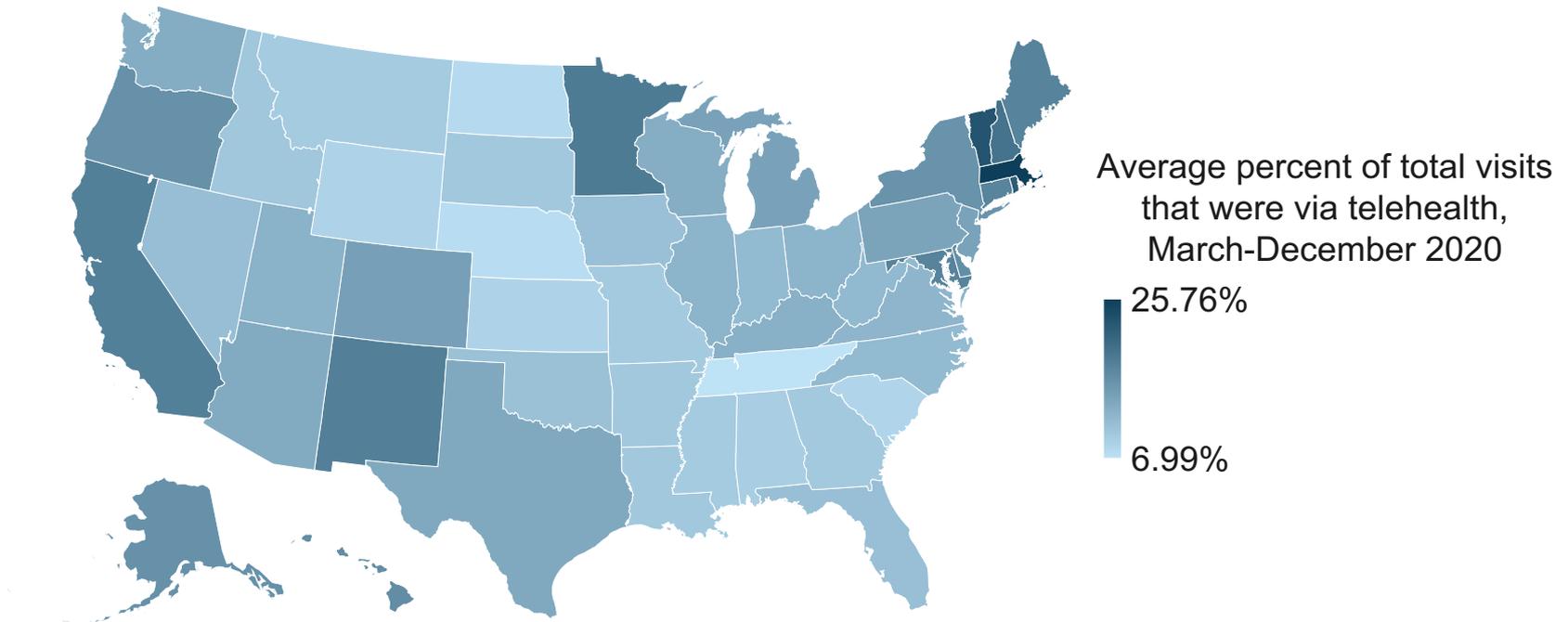
Rate of telehealth visits, by chronic condition, by month, among traditional Medicare beneficiaries

Percent of total visits for each group



COVID-19: TELEHEALTH

Medicare beneficiaries' rates of telehealth visits varied across states in 2020, with the highest rates in Massachusetts, Vermont, and Rhode Island.



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COVID-19: TELEHEALTH

Rates of telehealth visits among Medicare beneficiaries living in more prosperous zip codes were somewhat higher than others at the beginning of the pandemic. The gap narrowed by the end of 2020.

Rate of telehealth visits, by Distressed Communities Index tier, by month, among traditional Medicare beneficiaries

Percent of total visits for each group

