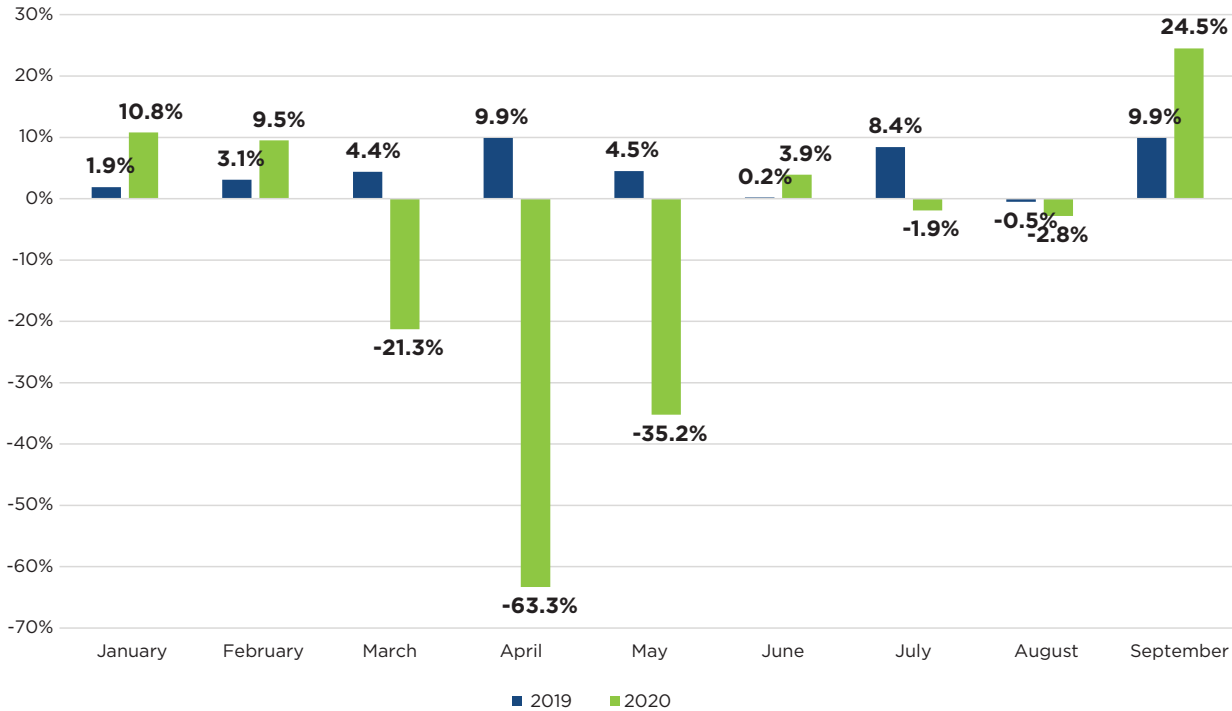


2019 AND 2020 TRENDS IN TOTAL PREVENTIVE SERVICES*



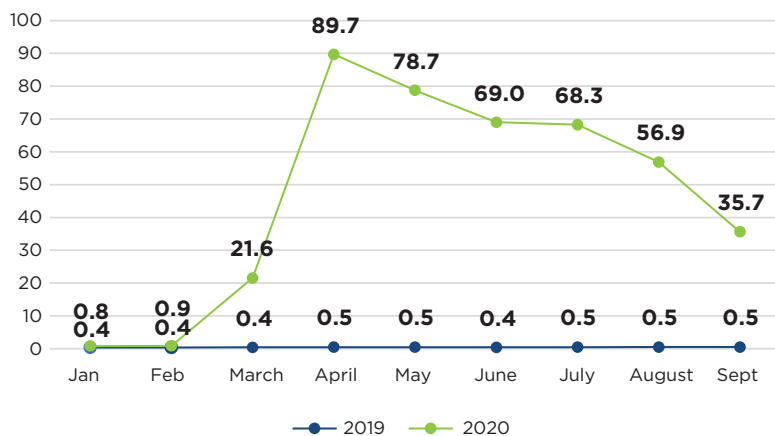
WHAT THE DATA SAYS

Data plays a crucial role in understanding the impacts of COVID-19 upon the nation’s healthcare system. The number of COVID tests administered, transmission rates, ICU capacity levels, and death counts have dominated the headlines. Less obvious, but also important, are COVID-19’s secondary effects on the health system. BHI used its access to the nation’s largest, conformed health data set to assess COVID-19’s impact on preventive services and telehealth utilization and reveal any rural/urban disparities.

Our descriptive studies of preventive service episodes included doctor visits and related preventive screenings such as mammograms, pap smears, and colonoscopies. In January and February of 2020, there was little difference in the utilization of preventive services among commercially insured individuals compared to 2019. In March, April, and May, given shelter-in-place orders and intensified fears of infection, use of preventive services decreased dramatically.

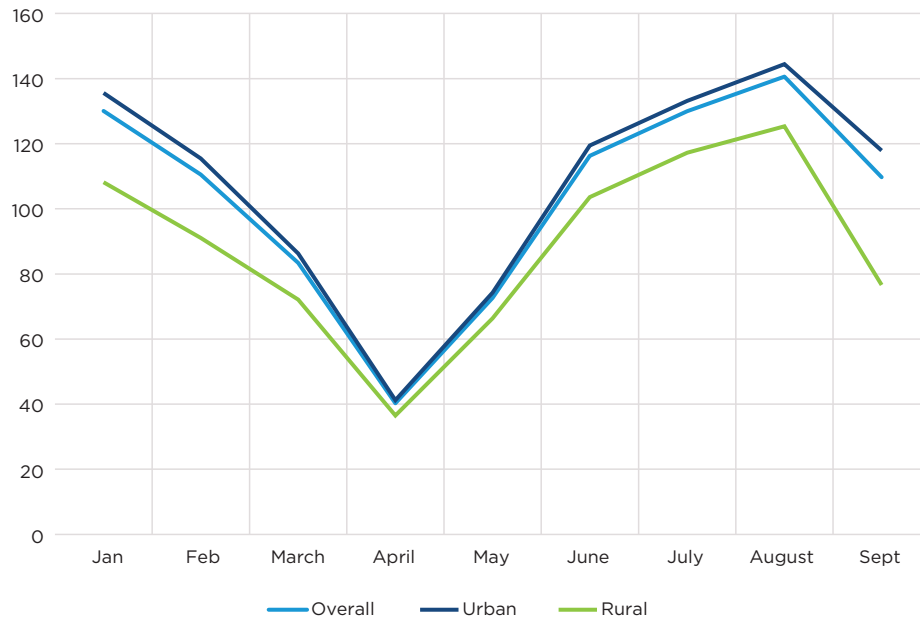
Conversely, the use of telehealth skyrocketed. BHI noted a 50-fold increase in the utilization of virtual healthcare services by commercially insured individuals from March 2019 to March 2020, and a 100-fold increase from April 2019 to April 2020. While telehealth utilization began to decline in late summer, the healthcare industry continues to prepare for a much larger reliance on virtual care options.

TOTAL TELEHEALTH SERVICES PER 1,000 MEMBERS*



* January – August have a one-month runout; September has no runout.

UTILIZATION OF PREVENTIVE SERVICES PER 1,000 MEMBERS*



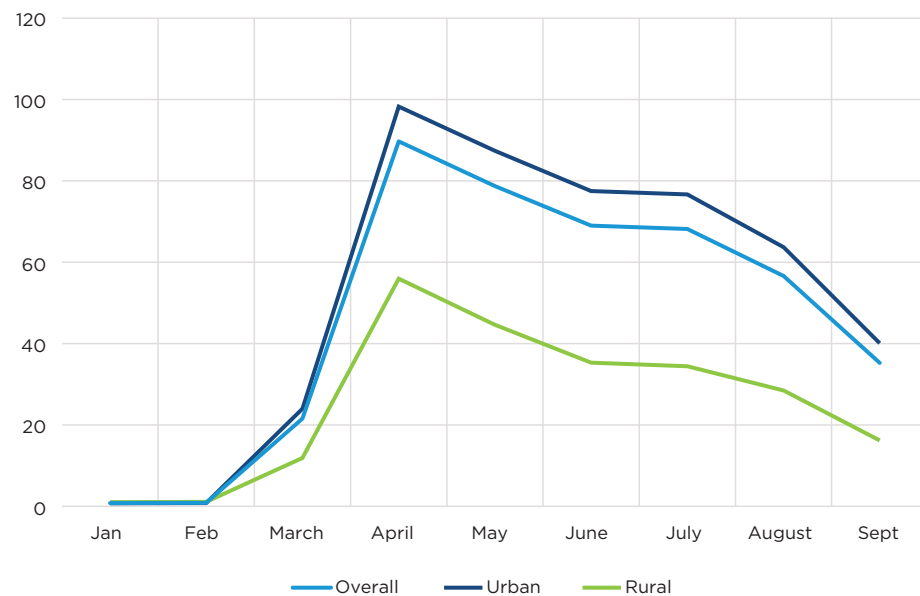
GEOGRAPHIC DIFFERENCES

Given the often-noted lack of healthcare services in rural areas, BHI expected to see urban areas outpace rural areas in overall use of preventative services over the last nine months. However, we discovered that telehealth utilization among individuals living in rural communities severely lagged behind the use of virtual care by urban populations.

LOOKING FORWARD

As fourth quarter 2020 claims data becomes available, BHI will continue to assess the impact of COVID-19 on preventative services and telehealth utilization. Examining these trends with the inclusion of data from the second wave of the pandemic will help to quantify the longer-term, lasting impact on population health and healthcare service delivery in the U.S.

UTILIZATION OF TELEHEALTH SERVICES PER 1,000 MEMBERS*



Contact BHI to see how better data can make a difference.

web: bluehealthintelligence.com

email: info@bluehealthintelligence.com

* January – August have a one-month runoff; September has no runoff.