

2020 Telehealth Summary

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 Oklahoma City, OK 73105
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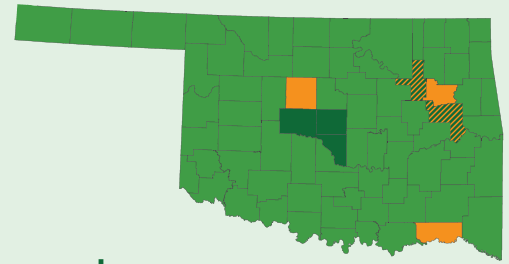


Overview

	March-June 2019	March-June 2020
How many members used telehealth?	6,989	78,545
How many providers conducted services via telehealth?	208	1,815
How many telehealth visits were conducted?	11,941	337,415
What was the average number of telehealth visits per member utilizing this service?	1.7	4.3
What was the total cost for telehealth visits?	\$975K	\$24M
What was the average reimbursement per member?	\$140	\$307
What was the average reimbursement per claim?	\$82	\$71

Number of telehealth visits determined by claims in top 10 codes, which accounts for vast majority of activity.

Where was telehealth used?



Top 5 counties by percent of enrolled members served:

- Muskogee: 13% of members served
- Choctaw: 12% of members served
- Tulsa: 12% of members served
- Wagoner: 12% of members served
- Kingfisher: 12% of members served

Top 5 counties by number of members served:

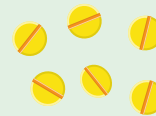
- Tulsa: 16,878 (12% of members in this county)
- Oklahoma: 16,755 (9% of members in this county)
- Cleveland: 3,825 (7% of members in this county)
- Muskogee: 2,590 (13% of members in this county)
- Canadian: 2,059 (11% of members in this county)

What telehealth services were used?



2019: Top 3 Codes by Volume

- Office/outpatient visit: 7,885
- Alcohol and/or drug service: 1,415
- Total unique procedure codes used: 44



2020: Top 3 Codes by Volume

- Alcohol and/or drug service: 194,917
- Speech/hearing therapy: 26,494
- Office/outpatient visit: 22,157
- Total unique procedure codes used: 172

What was telehealth utilization in rural vs urban markets and per capita?

	Members Served 2020	Percent Members Served by County Type	May Enrollment	Percent Enrollment Served
Rural	30,124	38%	385,484	8%
Urban	46,582	59%	469,778	10%
Other	1,839	2%	1,515	784%
Grand Total	78,545	100%	856,777	9%