

# 2020 Telehealth Summary

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## Overview

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

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