

# InfoByte: Telehealth Use in Wisconsin

Courtesy of the Wisconsin Health Information Organization

March 2021



**WHIO**

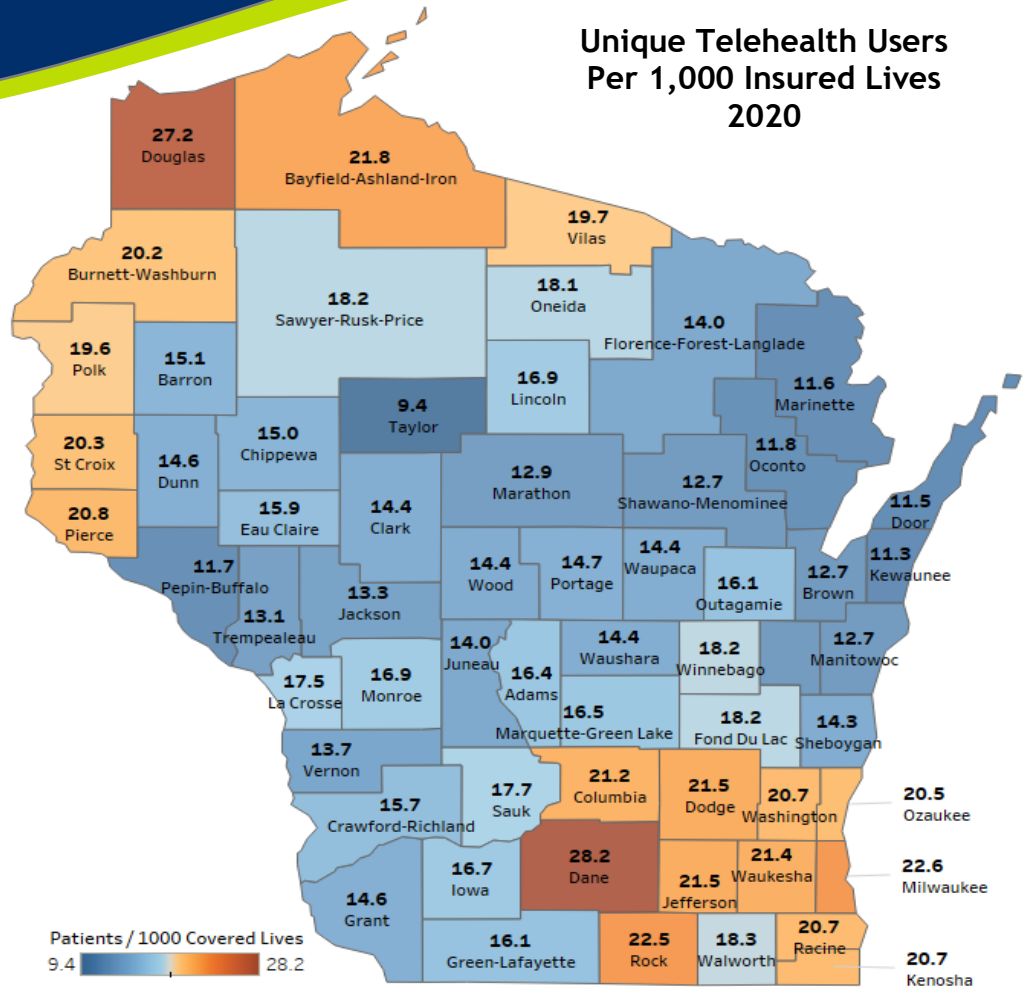
FAIR Health - a national analytics company that uses health care claims - reported that telehealth claims in the U.S. increased from 0.2% of total claims in September 2019 to 5.6% in October 2020, a 3,060% increase.

The map portrays telehealth use in Wisconsin. The charts below provide insights into the attributes of patients using telehealth services and how these attributes have changed over time.

Telehealth services are an emerging care model. The WHIO reports on the use of telehealth services in Wisconsin to inform policy makers, providers, health plans, employers, and the public on trends in Wisconsin.

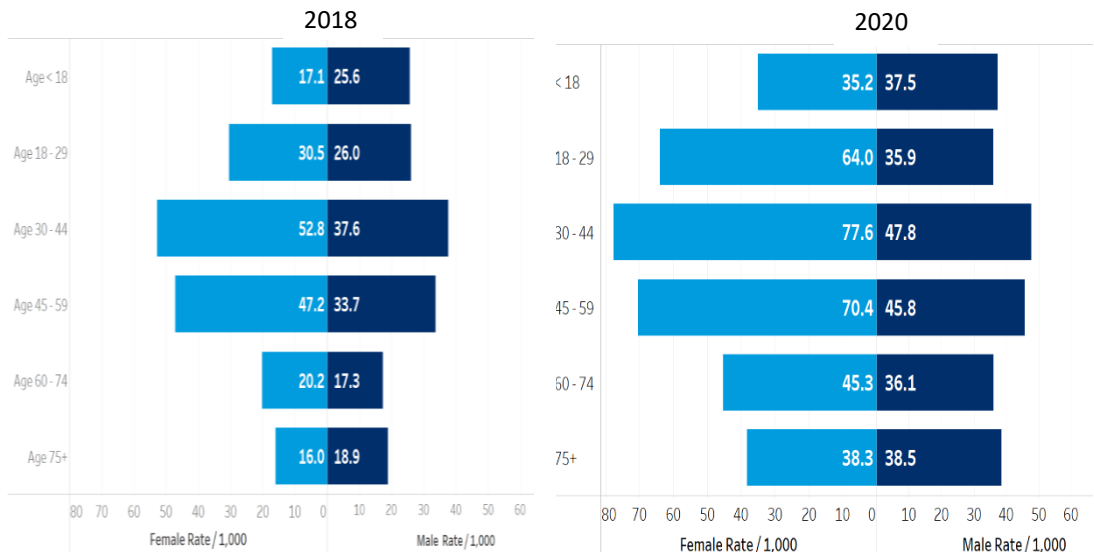
For additional information please contact WHIO at [info@whio.org](mailto:info@whio.org).

**Unique Telehealth Users Per 1,000 Insured Lives 2020**



In 2020, the WHIO data included 34.7 million outpatient and telehealth visits with telehealth comprising 6.3% of these visits, a 2,433% increase from 2019.

## Unique Telehealth Patients by Age & Gender



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The COVID-19 pandemic made it problematic for patients to complete an in person outpatient visit (doctor's office and clinics) or use urgent care services (emergency department and urgent care facilities). In response, the volume of telehealth services increased rapidly. When provider organizations implemented safety procedures, in person outpatient and urgent care visits were re-established and telehealth visits continued.

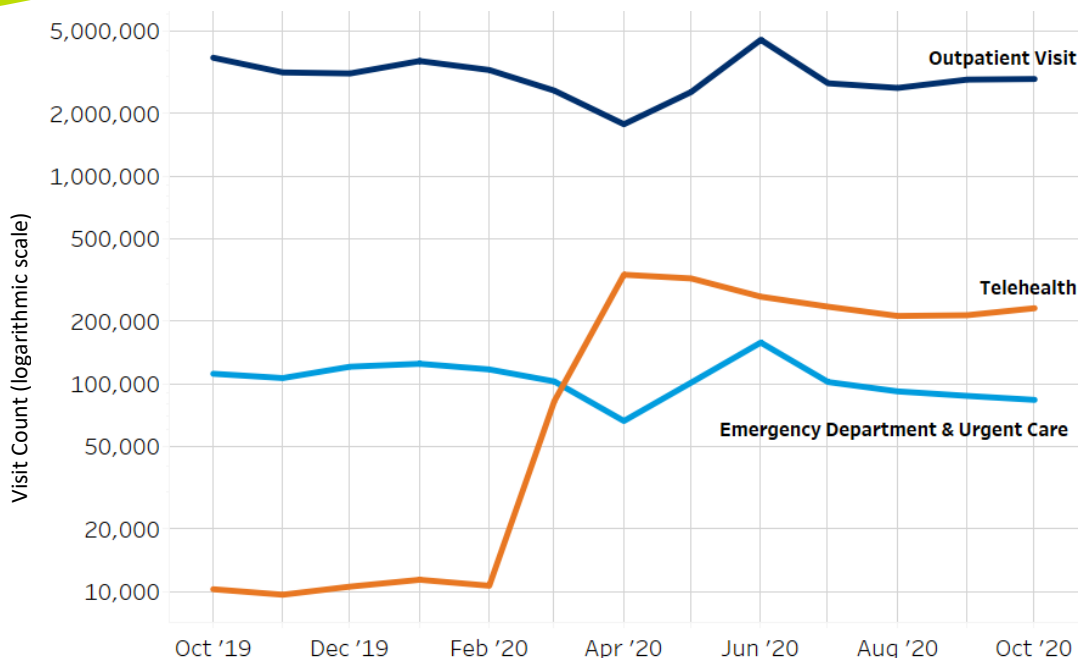
The table shows that in Wisconsin, telehealth services were used most for behavioral health diagnoses. The top seven of 20 diagnosis categories for which telehealth visits occurred are related to behavioral health.

### Scientific Notes

A logarithmic scale is used when a large range of events (e.g., visits) occur so that all trends can be compared on one chart.

The Area Deprivation Index (ADI) is a state-level decile ranking from 1-10 where 1 indicates the least disadvantaged and 10 the most disadvantaged neighborhoods.

## Unique Visits for Select Services



About 23% of patients who used telehealth services had an indication of living in a disadvantaged neighborhood with an Area Deprivation Index of 7-10.

University of Wisconsin School of Medicine and Public Health. 2015 Area Deprivation Index version 2.0. Download from <https://www.neighborhoodatlas.medicine.wisc.edu/> October 2020.

## Top 20 Diagnosis Categories for Telehealth Visits

	2019	2020	% Increase
Anxiety	11,530	290,460	2,419%
Post Traumatic and Other Stress Disorders	5,842	279,207	4,679%
Depression	17,152	266,603	1,454%
Childhood Mental, Behavioral and Neurodevelopmental Disorders	15,424	211,839	1,273%
Alcohol and Drug Dependence and Abuse	5,292	142,352	2,590%
Bipolar, Manic and Schizoid Disorders	17,159	133,821	680%
Signs, Symptoms, and Abnormal Clinical and Laboratory Findings	3,400	118,654	3,390%
Diseases of the Musculoskeletal System and Connective Tissue	547	91,595	16,645%
Factors Influencing Health Status and Contact with Health Services	3,395	91,199	2,586%
Other Behavioral Health	6,080	76,418	1,157%
Endocrine, Nutritional and Metabolic Diseases	1,250	73,957	5,817%
Diseases of the Nervous System	3,267	71,963	2,103%
Diseases of the Circulatory System	2,023	63,150	3,022%
Diseases of the Respiratory System	8,014	53,552	568%
Diseases of the Digestive System	388	33,781	8,606%
Diseases of the Skin and Subcutaneous Tissue	1,341	33,218	2,377%
Diseases of the Genitourinary System	3,749	32,650	771%
Neoplasms	185	23,877	12,806%
Injury, Poisoning and Other Consequences of External Causes	571	14,896	2,509%
Certain Infectious and Parasitic Diseases	1,870	13,855	641%