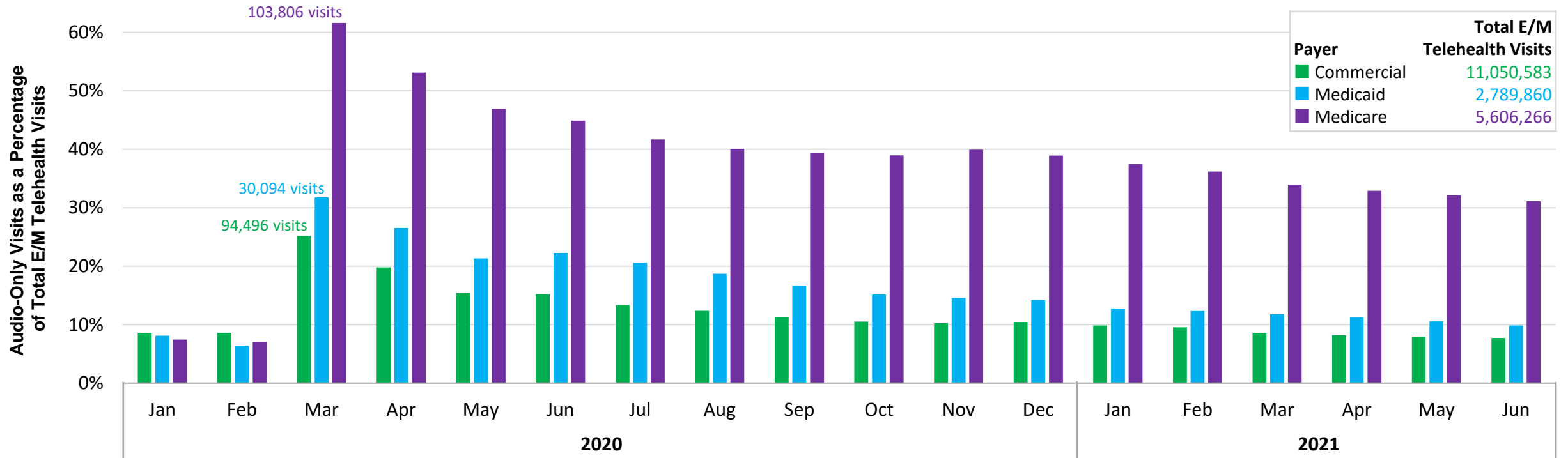


# Faculty Practice Plan Percentage of E/M Telehealth Visits Conducted Via Audio Only by Payer January 2020 – June 2021



As the COVID-19 pandemic has shifted the landscape for faculty practice services, telehealth has become an essential means for delivering care, providing an opportunity to increase access for all patients. Audio-only visits have been particularly crucial for the Medicare patient population, with **62%** of E/M telehealth visits conducted via audio at the peak of the pandemic, compared to 32% and 25% for Medicaid and Commercial patients, respectively. As telehealth volumes leveled off over the course of the pandemic, audio visits have remained at a steady average of 36% for Medicare patients. This demonstrates the clear importance of maintaining coverage of audio-only visits in order to maintain access to care for older patient populations.

Source: AAMC analysis of physician and non-physician claims billed by Faculty Practice Plan members of the Clinical Practice Solutions Center. The Clinical Practice Solutions Center (CPSC) is a product of the Association of American Medical Colleges (AAMC) and Vizient that collects billing data from member practice plans to provide benchmarks and help them improve performance.

Note: 83 CPSC members had shared their claims data through June 2021 at the time of this analysis (February 2022). "E/M Telehealth Visits" include all telehealth claims with CPT codes 99201-5, 99211-5, or 99441-3 across all applicable places of service and specialties. Telehealth visits were identified based on modifiers 95, GT, GQ, G0 on the claim, place of service = 02, and/or CPT code 99441-3 for audio-only.

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