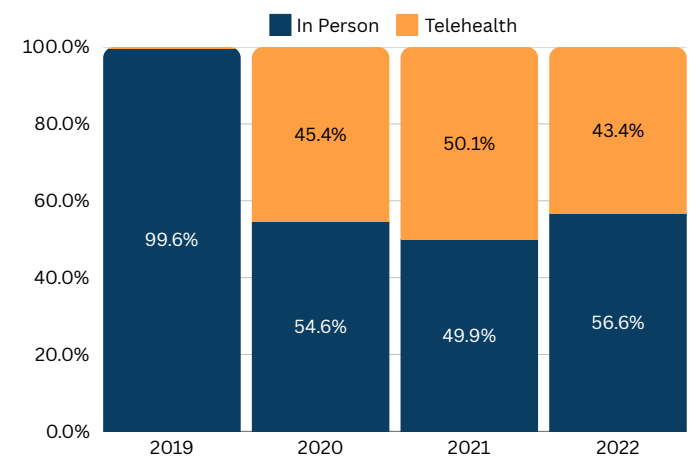


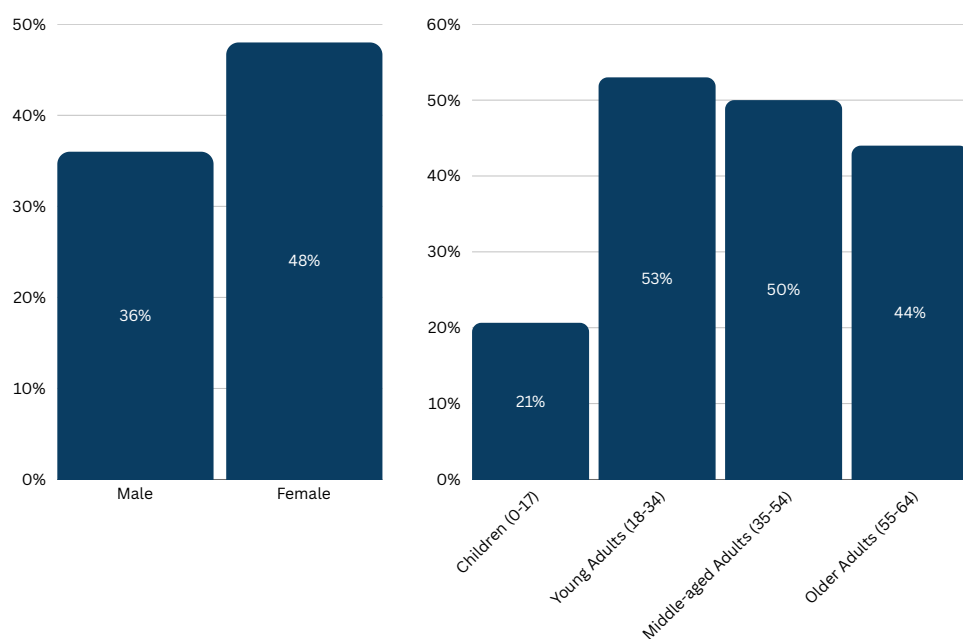
# TELEHEALTH ACCESS IS CRUCIAL TO MENTAL HEALTH CARE FOR PEOPLE WITH EMPLOYER SPONSORED INSURANCE

**Telehealth played an outsized role in the delivery of mental health services in 2020.** This trend was not limited to the pandemic, and high utilization persisted into 2022.

Proportion of mental health claims by place of service



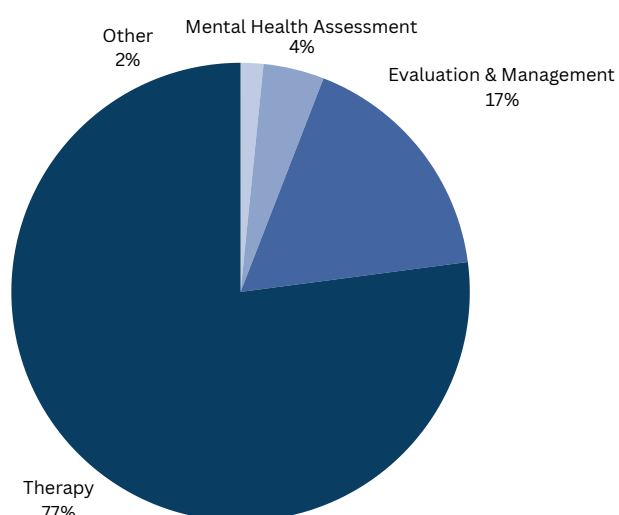
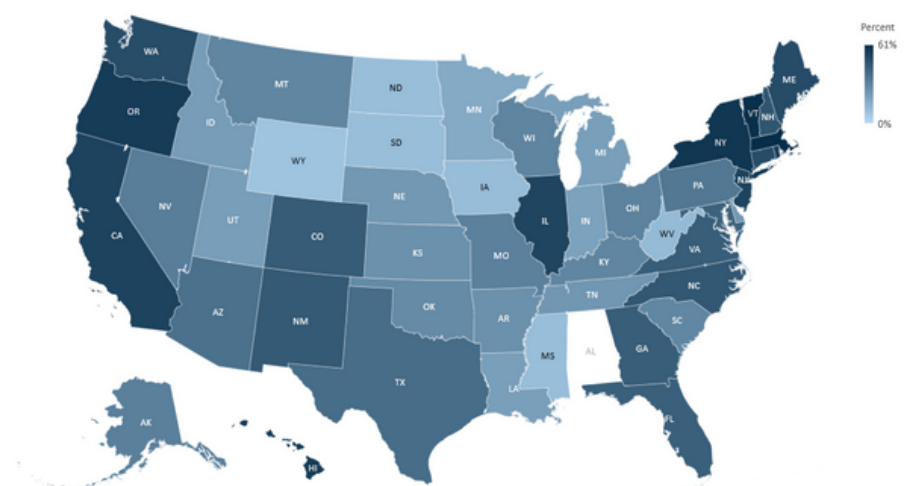
Proportion of mental health claims delivered via telehealth by sex and age, 2022



**Females and young adults (ages 18-34) received the highest share of mental health services via telehealth.**

**States in the northeast and along the west coast had the highest share of mental health care delivered via telehealth.** This trend largely reflects the 'digital divide' between urban and rural areas.

Proportion of mental health claims delivered via telehealth



**Therapy is the service most commonly received via telehealth, accounting for 77% of mental health claims.** This is followed by evaluation and management visits (17%) and mental health assessments (4%).

Therapy services cost about the same regardless of whether they were delivered in person or via telehealth.



## METHODS

In this analysis, we studied the use of non-facility mental health services among individuals with employer-sponsored insurance (ESI) from 2019-2022. Mental health services were identified using a combination of service codes and provider specialty. We focused our analysis on professional services, which excludes services for more acute mental health episodes, including inpatient stays and rehab services. This analysis uses HCCI's unique commercial claims dataset, which contains claims for more than 50 million Americans annually.



## ABOUT HCCI

The Health Care Cost Institute is an independent, non-profit research institute. HCCI's mission is to get to the heart of the key issues impacting the U.S. health care system by using the best data to get the best answers. HCCI stands for truth and consensus around the most important trends in health care, particularly those economic issues that are critical to a sustainable, high-performing health system. Our values are simple: health care claims data should be accessible to all those who have important questions to ask of it. Health care information should be transparent and easy to understand. All stakeholders in the health care system can drive improvements in quality and value with robust analytics.

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## ABOUT WEST HEALTH

Solely funded by philanthropists Gary and Mary West, West Health is a family of nonprofit and nonpartisan organizations, including the Gary and Mary West Foundation and Gary and Mary West Health Institute in San Diego and the Gary and Mary West Health Policy Center in Washington, D.C. West Health is dedicated to lowering healthcare costs to enable seniors to successfully age in places with access to high-quality, affordable health and support services that preserve and protect their dignity, quality of life and independence.

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