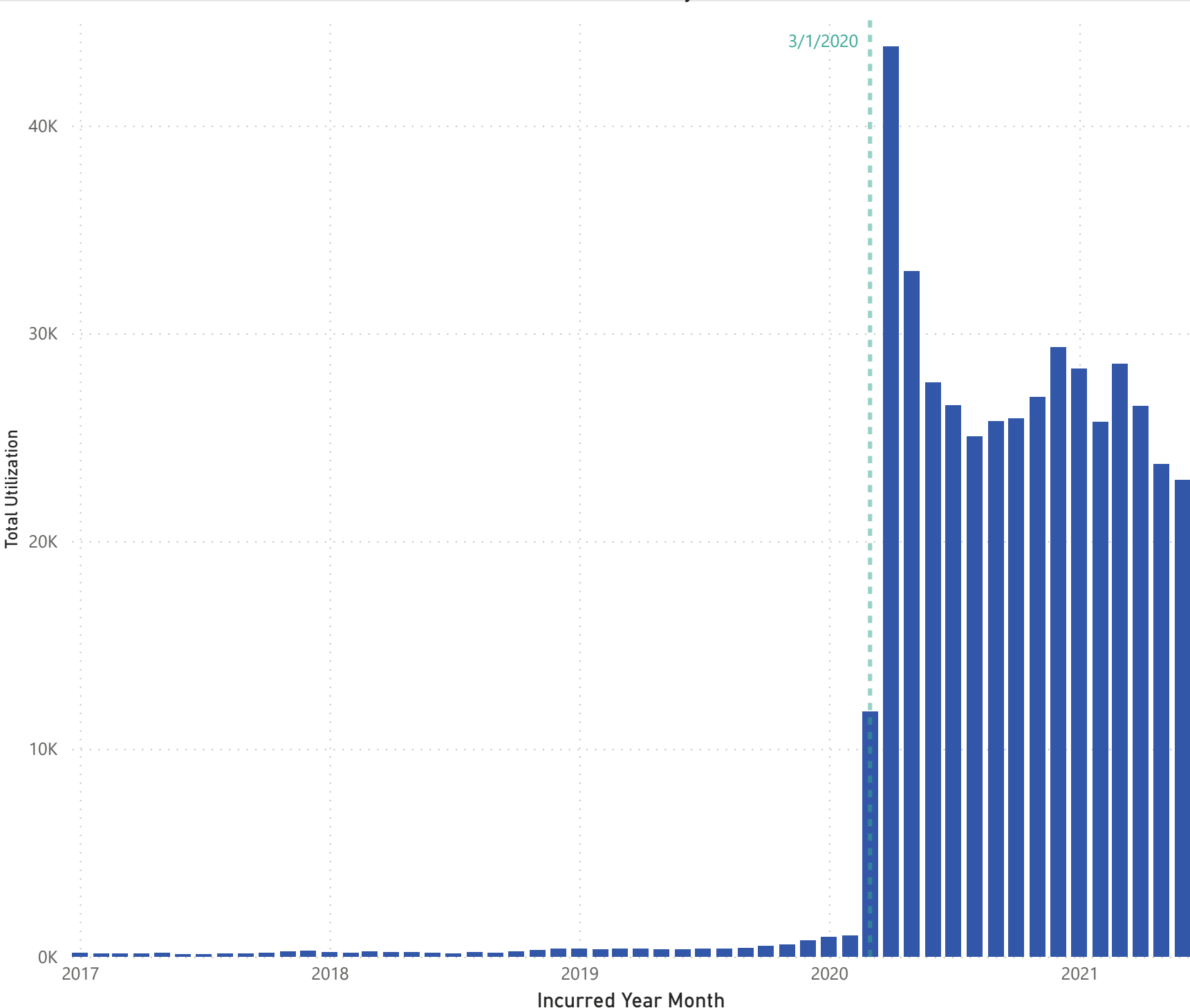


Telehealth Utilization by Month



Telehealth Utilization - BCBSKC

Note the large increase in utilization of telehealth around March 2020, coinciding with the emergence of COVID in BlueKC's population.

- Utilization amounts are completed -
- Data contains 3-months of run-out -

Total Utilization by Episode - Jul 2020 thru June 2021

Base Episode Description	Total Utilization
Mood disorder, depressed	80,065
Anxiety disorder/ phobia	40,407
Other psych/behavior disorder	31,705
Attention deficit disorder	19,229
Autism spectrum disorders	18,226
Mood disorder, bipolar	17,468
Exposure to infectious disease	6,520
Other infect disease	3,952
Diabetes	3,946
Hypertension	3,509
T&A or pharyngitis	3,109
Psych & schizo disorder	3,062
Development disorder	2,938
Isolated S&S & non-specific dx	2,815
Acute sinusitis	2,475
Chronic sinusitis	2,321
Otolaryngology disease S&S	2,281
Migraine headache	2,193
Jt degen -back	2,116

Total 315,224