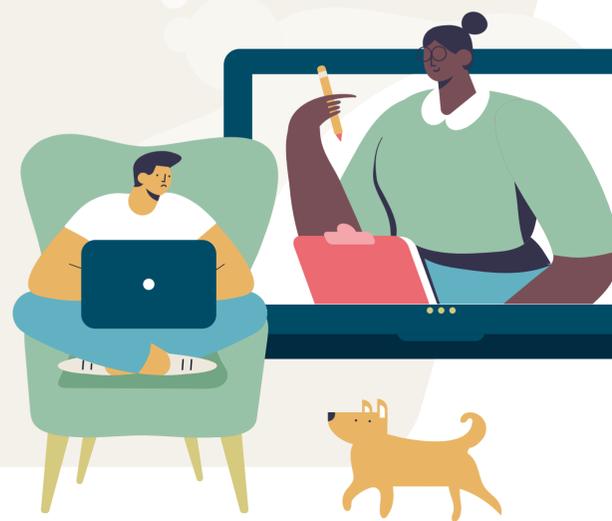


Supporting Mental Health Through Telehealth



Health insurance providers are addressing the mental health needs of Americans with a range of innovative and collaborative approaches, including an increase in telehealth services. Health insurance providers are constantly breaking down the barriers to telehealth, leading to lower patient costs, an increase in available care providers, more choices of doctors and clinicians, and improved quality of care.



Growth in Telehealth

100%
provide in-network coverage

100% of commercial health plans providing in-network coverage reported that they provide in-network coverage for telehealth mental health support

Almost 40% of mental health visits in 2020 were conducted through telehealth, compared to less than 1% in 2019, a 100-fold increase

2019 less than **1%** → **100-fold** increase → **2020** almost **40%**

Supporting Mental Health for Children and Youth

Mental health was one of the pediatric specialties with the highest telehealth use during the COVID-19 pandemic, with telehealth comprising roughly 66% of total mental health visits



66%
of pediatric visits are telehealth

Addressing Mental Health Needs

Outpatient visits for a range of mental health diagnoses were delivered via telehealth during the COVID-19 pandemic, including:

35% depression **29%** substance use disorders
(for both alcohol-related disorders & for opioid-related disorders)
38% anxiety

Patient Satisfaction

57%
of patients

57% of patients prefer telehealth for regular mental health support visits



Medicare Mental Health Support

1/3
virtual



A third of all Medicare visits to mental health specialists during the COVID-19 pandemic were done through telehealth, compared to 8% of visits to primary care physicians and 3% of visits to other specialists