Top Five Procedure Codes by Utilization, 2019 vs. 2020
In order from most to least common

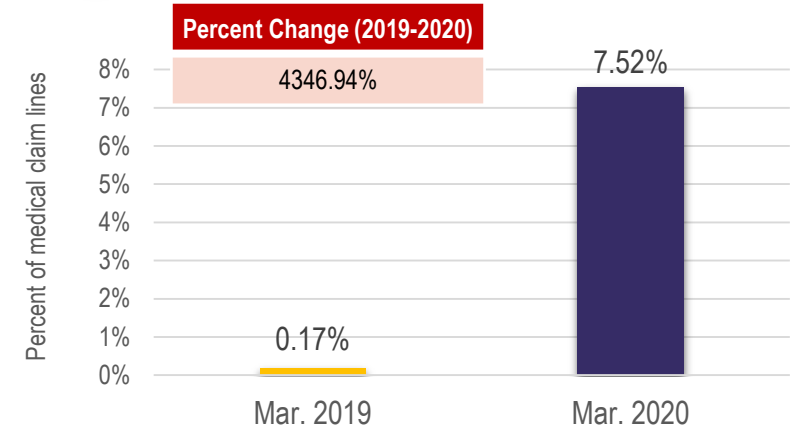### Mar. 2019

CPT®/HCPCS	DESCRIPTION
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION
98960	EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT, EACH 30 MINUTES
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99201	NEW PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES
99444*	PHYSICIAN OR HEALTHCARE PROFESSIONAL EVALUATION AND MANAGEMENT OF PATIENT CARE BY INTERNET (EMAIL) RELATED TO VISIT WITHIN PREVIOUS 7 DAYS

Mar. 2020

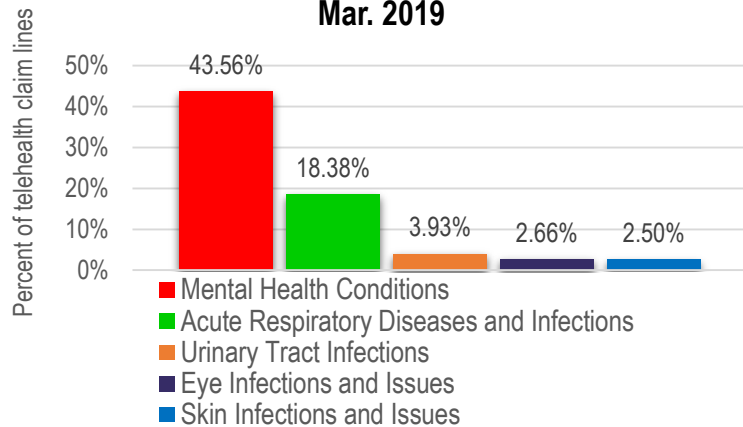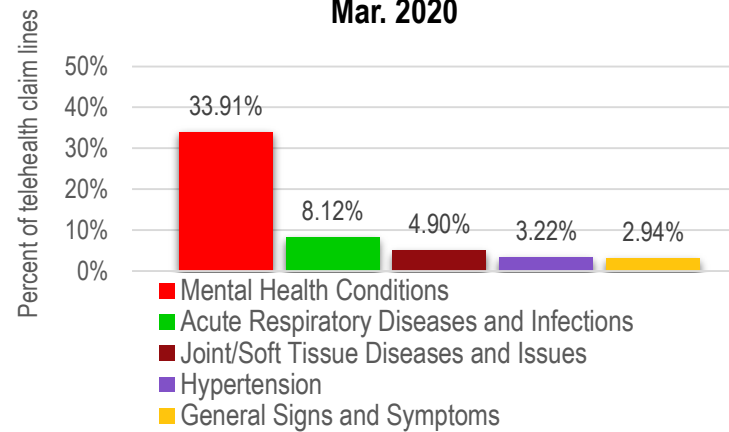| CPT®/HCPCS	DESCRIPTION
99213	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES
99214	ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES
90837	PSYCHOTHERAPY, 60 MINUTES
90834	PSYCHOTHERAPY, 45 MINUTES
99441	PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION

Top Five Diagnoses, 2019 vs. 2020

Mar. 2019

Percent of telehealth claim lines

- Mental Health Conditions — 43.56%
- Acute Respiratory Diseases and Infections — 18.38%
- Urinary Tract Infections — 3.93%
- Eye Infections and Issues — 2.66%
- Skin Infections and Issues — 2.50%

Mar. 2020

Percent of telehealth claim lines

- Mental Health Conditions — 33.91%
- Acute Respiratory Diseases and Infections — 8.12%
- Joint/Soft Tissue Diseases and Issues — 4.90%
- Hypertension — 3.22%
- General Signs and Symptoms — 2.94%

Volume of Claim Lines, 2019 vs. 2020

Percent Change (2019-2020)
4346.94%

Percent of medical claim lines

- Mar. 2019 — 0.17%
- Mar. 2020 — 7.52%

Urban vs. Rural Usage, 2019 vs. 2020

Percent of medical claim lines

- Mar. 2019: Urban 0.18%, Rural 0.10%
- Mar. 2020: Urban 7.88%, Rural 4.73%

■ Urban   ■ Rural

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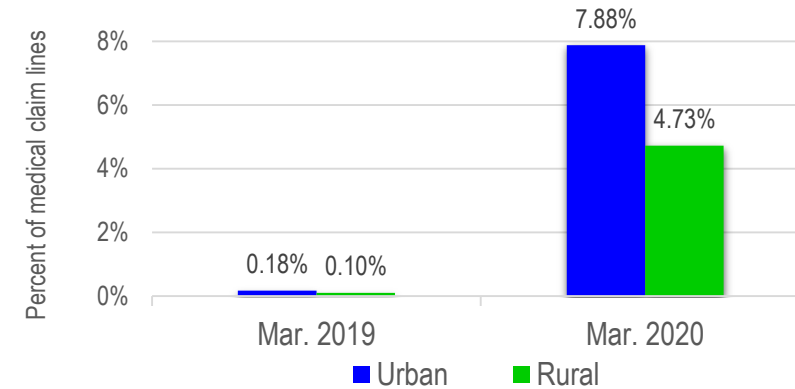
* Code deleted at the end of 2019.