

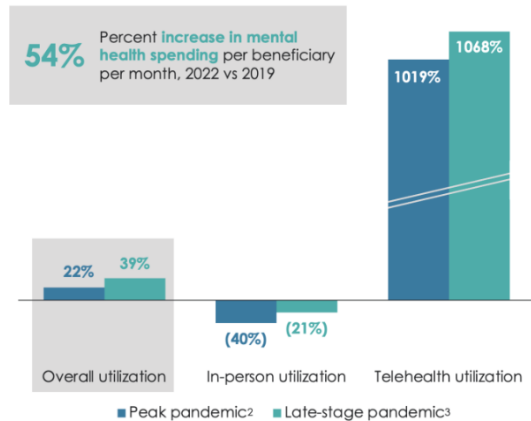
Behavioral health utilization driven by fast-growing telehealth use

The pandemic **worsened** the existing mental health crisis in the United States, greatly increasing demand for care. In this week's graphic, we highlight new data from **JAMA Health Forum** on mental healthcare trends from 2019 to 2022. **Overall behavioral health utilization increased in 2022 compared to pre-pandemic and peak-pandemic levels, fueled by a ten-fold increase in telehealth usage.** In-person behavioral health utilization decreased early in the pandemic and declines continued in 2022, compared to pre-pandemic levels. **Behavioral health still accounts for more than two-thirds of all telehealth visits**, a trend that has remained largely unchanged since 2021. **While many consumers and mental health providers continue to embrace telehealth as a means to expand access and increase affordability**, a recent *Morning Consult* **survey** found that **most Americans actually favor in-person visits for quality and efficiency—that is, if they can access it.** Additionally, the future of some types of virtual behavioral healthcare remains **murky** as the Drug Enforcement Agency (DEA) has yet to establish rules for prescribing controlled substances via telehealth beyond November 2024.

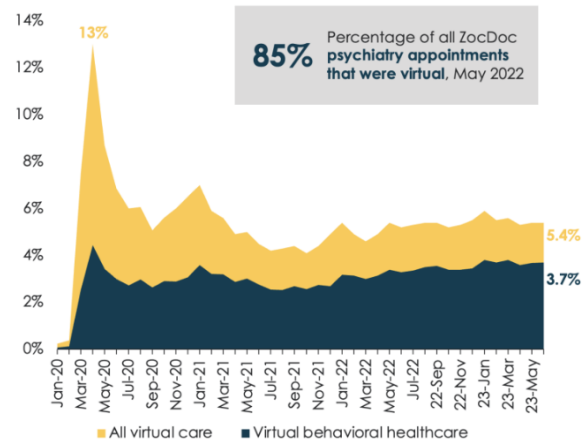
Overall Behavioral Health Utilization Up Due to Ten-Fold Increase in Telehealth Utilization

Behavioral Health Still Accounts for Majority of Virtual Care

Behavioral Health Utilization Trends Compared to Pre-Pandemic¹, by Pandemic Phase and Type of Care



Share of Commercial Medical Claims Delivered Virtually n = 388 medical claims



1. January 2019 - March 12, 2020.
2. March 13, 2020 - December 17, 2020.
3. December 18, 2020 - August 31, 2022.

Source: "Monthly Telehealth Regional Tracker: Fair Health", Jan. 2020 - Jun. 2023; Cantor, J. "Telehealth and In-Person Mental Health Service Utilization and Spending, 2019 to 2022", JAMA Health Forum, 25 Aug. 2023; "ZocDoc Reports- The Healthcare Experience", ZocDoc, 20 Jun. 2022; Gist Healthcare analysis.