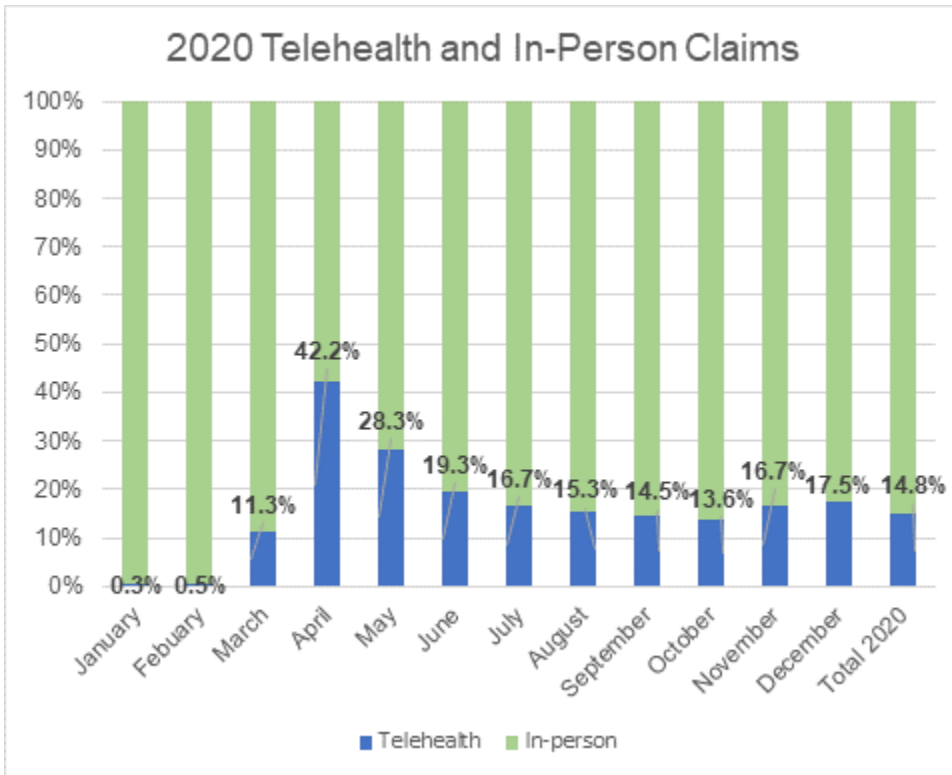


Dear Members of the House Health Care Committee,

In answer to some of the questions posed during the meeting last Friday, below is some additional data. This is the experience of Blue Cross members using telehealth during 2020. January and February represent the pre-COVID situation with fewer than 1% of all claims for telehealth visits. The average for all of 2019 was 0.16% of claims, and for 2020 the average was 14.8% of claims for telehealth. Again, there is no way for us to differentiate between audio-visual and a telephone call because we expanded the audio-only option with the same codes and payment levels to offer simplicity and financial stability to the state's providers during the emergency.

Additionally, there were 271 members who had not seen a provider in the previous two years, who had a telehealth visit in 2020. Of the 271, 49 were a result of a Blue Cross member engagement campaign.



Please let me know if you have any questions, Sara

Sara Teachout
Corporate Director, Government and Media Relations
Blue Cross and Blue Shield of Vermont