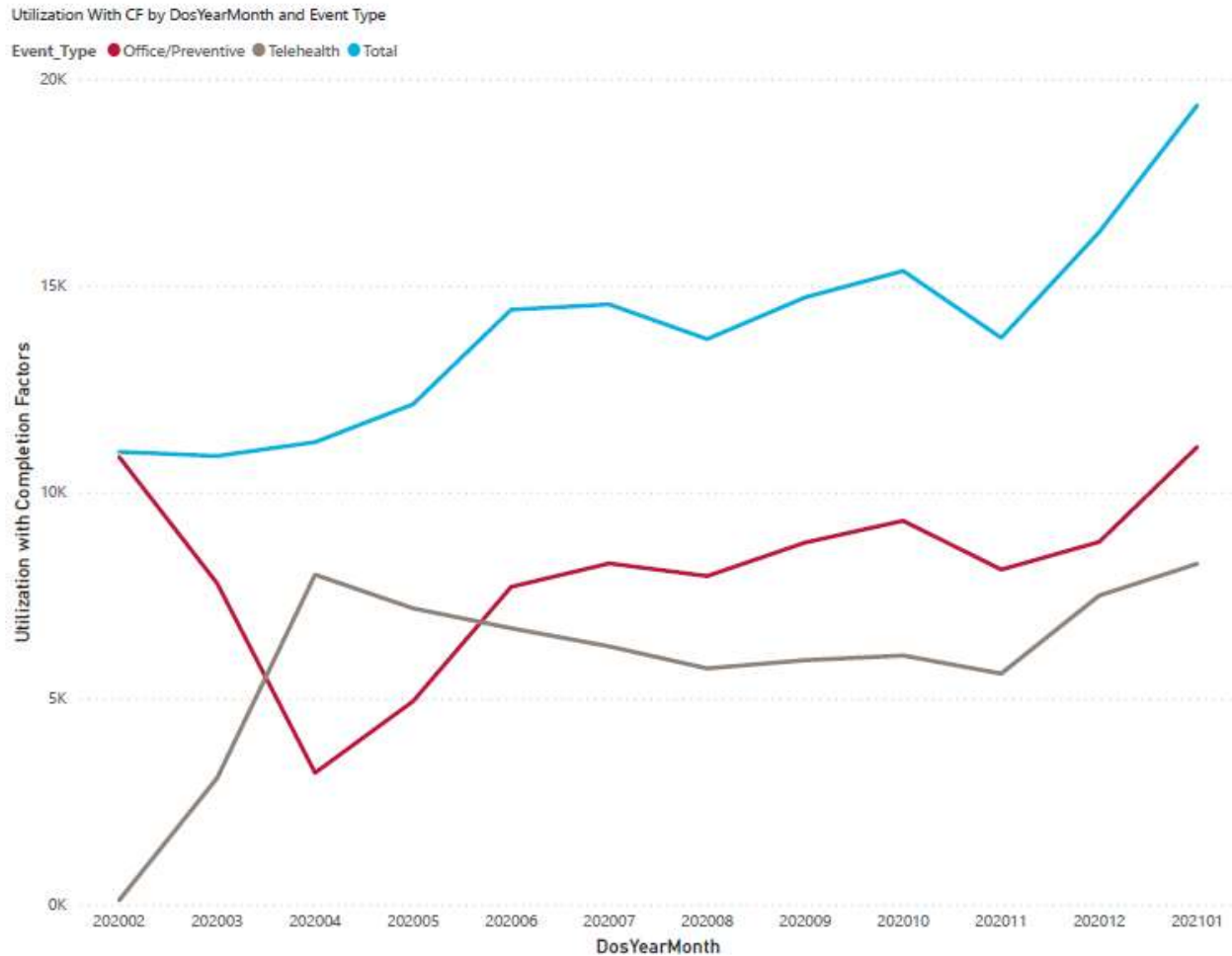


## Attachment: Impact to Utilization In-person (Office/Preventive) vs Telehealth



### Notes:

- MVP VT commercial membership (2/20 through 1/21)
- Telehealth (TH) is defined as vendor, telemedicine, telephonic visits
  - TH utilization from MVP vendor visits remains a consistently small portion of the total
  - TH utilization since 3/20 is driven by telemedicine and telephonic encounters
- Completion factors are applied to the most recent months in order to estimate total incurred claims through a paid date. For example, not all February claims are paid as of March 1. The use of completion factors is a way to derive an estimate for total incurred claims in a month.
  - So—for these most-recent months—this preliminary data may change as claims are paid. However, the chart above should demonstrate the overall utilization trends MVP is seeing for purposes of this discussion.