

Audio-Only Claims - CPT 99441, 99442, 99443 or Modifier V3 or V4

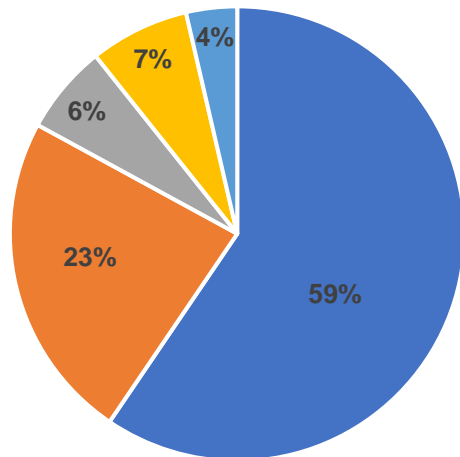
Claims dollar amounts incurred January 1, 2020 through October 31, 2023; paid through October 31, 2023.

Blue Cross VT contracted hospital-owned facilities; non-hospital owned facilities and "Other" is out-of-state or out-of-network providers.

Period A = March 2020 through December 2021 and Period B = January 2022 through Present (21 full months in each)

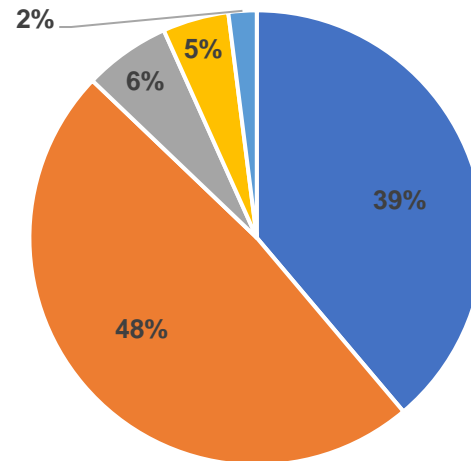
- Pre-March 2020: no coverage or payment for telephone calls
- March 2020 to December 2021: in-person; telehealth and audio-only all covered at equivalent payment levels (i.e. pandemic response)
- January 2022 to Present: new modifiers developed to identify audio-only claims, payment set at no less than 75% of an in-person/telehealth equivalent claim. Blue Cross VT policy pays 100% for MHSUD audio-only; 75% for all other

Period A – Number of Claims



■ Specialist ■ MHSUD ■ Facility ■ Primary Care ■ Other

Period B – Number of Claims



■ Specialist ■ MHSUD ■ Facility ■ Primary Care ■ Other

Member Demographics for Audio-only Claims

Period A	
Average Age	65.0
Unique members	15,211
Average # services/member	1.97
<u>Location (County)</u>	
Windsor & Orange	8.6%
Bennington	3.7%
Windham	6.1%
Chittenden, Grand Isle & Franklin	33.0%
Lamoille & Washington Counties	21.8%
Addison & Rutland	9.5%
Orleans & Caledonia	5.4%
Essex	0.2%
Out of State	11.6%

Period B	
Average Age	55.2
Unique members	10,310
Average # services/member	2.38
<u>Location (County)</u>	
Windsor & Orange	10.8%
Bennington	3.3%
Windham	5.5%
Chittenden, Grand Isle & Franklin	29.9%
Lamoille & Washington Counties	25.9%
Addison & Rutland	10.6%
Orleans & Caledonia	7.4%
Essex	0.3%
Out of State	6.5%

Highest Claim Month in Each Period

<u>April 2020</u>	<u>January 2022</u>
Non-Hospital 17%	Non-Hospital 61%
Hospital 60%	Hospital 30%
Other 23%	Other 9%

VT Population Distribution (County)

Windsor & Orange	14%
Bennington	6%
Windham	7%
Chittenden, Grand Isle & Franklin	35%
Lamoille & Washington Counties	13%
Addison & Rutland	15%
Orleans & Caledonia	9%
Essex	1%

Additional Information: 2022 claims data

- Audio only claims are 3.9% of all telehealth claims
- 33% of the instances of an audio-only claim were within 14 days after a member had an in-person claim from the same billing provider
- Age of people using audio-only:

Age Band	% of Members
0 - 6	0.8%
7 - 17	2.2%
18 - 34	7.6%
35 - 54	19.0%
55 - 64	19.1%
65+	55.2%