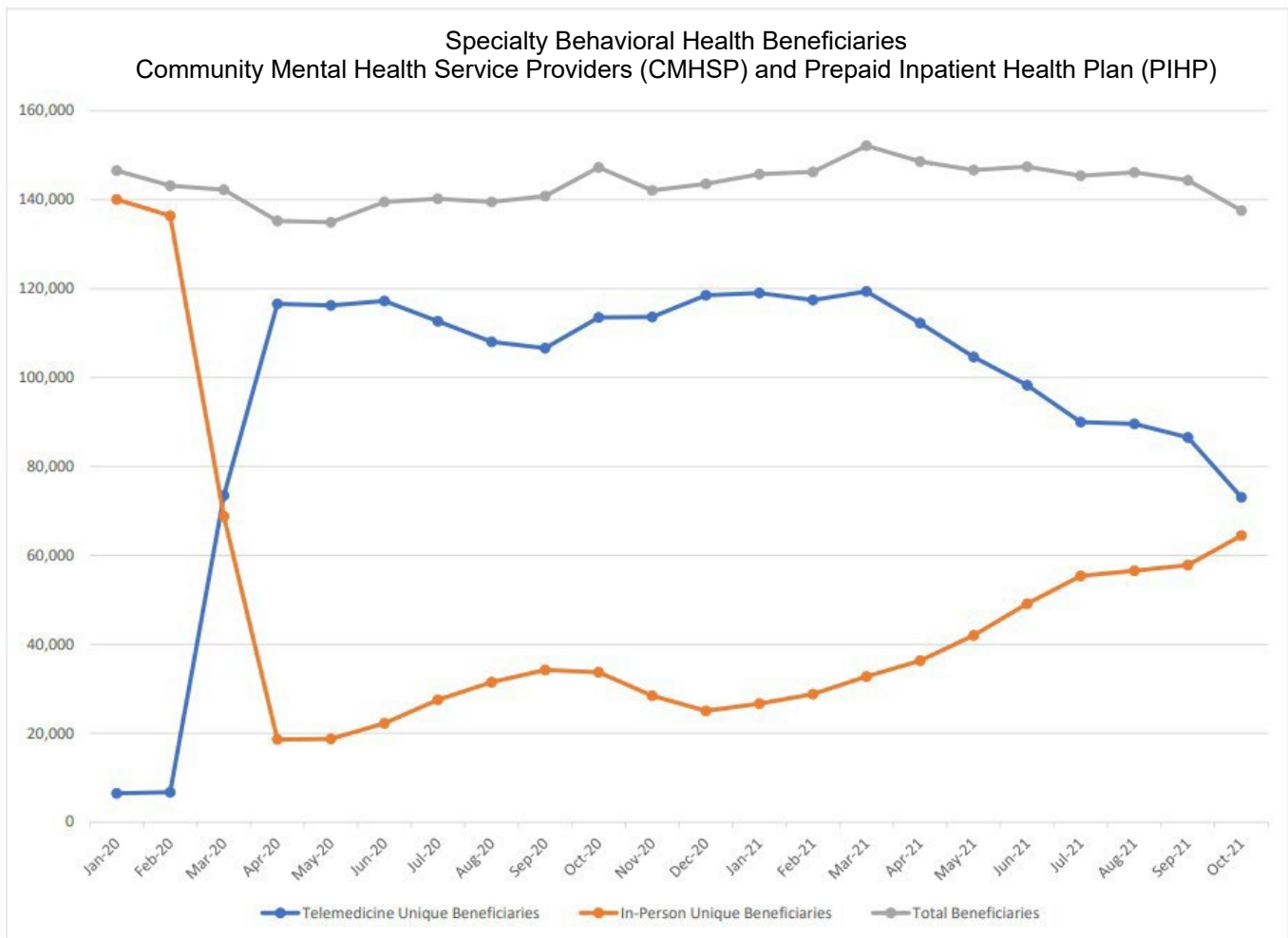


Michigan Dept. of Health & Human Services (MDHHS) Medicaid Telemedicine January 2020–December 2021



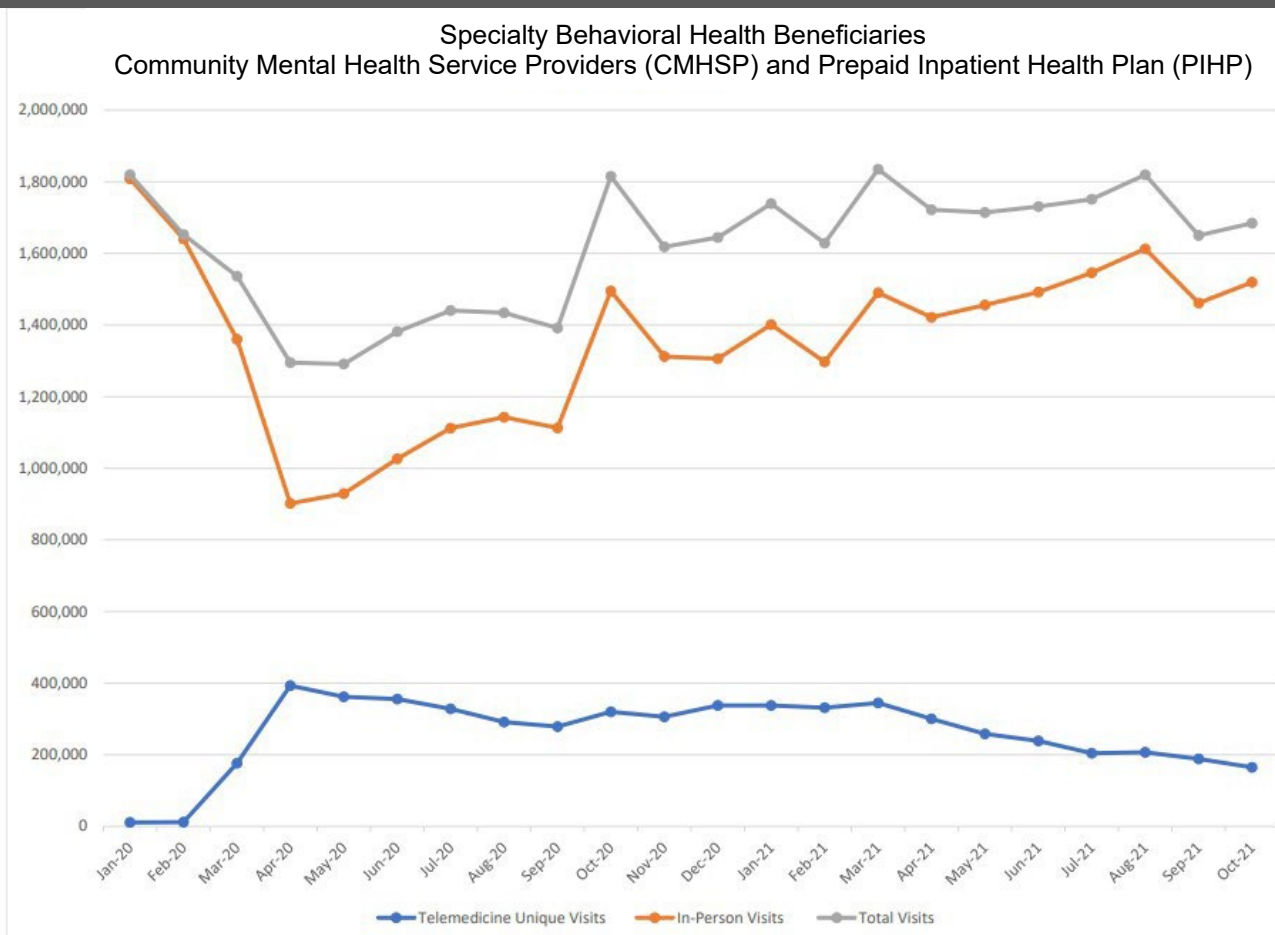
What the Data Tells Us – Persons Served

- The total number of persons served remained stable from Jan. 2020–Dec. 2021, despite the pandemic.
- What changed? A dramatic drop in the number of persons receiving in-person services and supports and an equal **increase in the number of persons receiving behavioral telemedicine services.**
- In March 2021, the combined use of behavioral telehealth and in-person modalities resulted in the largest number of persons served since January 2020. This high number of persons served was due to the retention of telehealth usage, while the number of persons receiving in-person care also increased.

* Above charts include member types 88 = substance use disorder encounter/consumer and 89 = mental health or developmental disability encounter/consumer. Includes all behavioral health outpatient encounters for SUD, MH/DD and CLS.



Michigan Dept. of Health & Human Services (MDHHS) Medicaid Telemedicine January 2020–December 2021



What the Data Tells Us – Volume of Service

- The total volume of services, significantly dropped from January–April 2020, as telemedicine visits were established. In person visits were suppressed until October 2020 with **visits now hovering near pre-pandemic levels due to the combination of in-person and telemedicine visits.**
- The volume of behavioral telemedicine visits stayed steady through March 2021, when they started to decline, and in-person visits began to grow.
- Telemedicine encounters continue to remain strong through December 2021.
- The number of in-person encounters decreased 50% by March 2020 but did not drop lower due to the provision of supporting persons in their home, apartments, group homes, and a range of community settings. These in-person visits continued throughout the pandemic.

* Above charts include member types 88 = substance use disorder encounter/consumer and 89 = mental health or developmental disability encounter/consumer. Includes all behavioral health outpatient encounters for SUD, MH/DD and CLS.

