

# Study of Telehealth Expansion and Payment Parity: Key Findings

## TELEHEALTH AVAILABILITY

Telehealth availability and use peaked during the early months of the COVID-19 pandemic and remain much higher than pre-pandemic levels.

During 2021-2023:



**Nearly 1 in 3** Minnesotans had at least one telehealth visit



**Nearly all** Minnesota clinics offer some form of telehealth

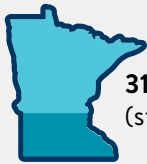


**3 out of 4** behavioral health care providers use telehealth for at least some of their visits

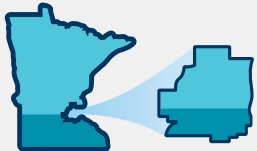
## TELEHEALTH USE

Telehealth use varies by location and characteristics, with greater use in the Metro area than in Greater Minnesota.

Percentage of people who used telehealth:



**31%** of all Minnesotans (statewide average)



**36%** of Twin Cities Metro Area residents

**24%** of Greater Minnesota residents

Who is more likely to use telehealth?



### Any telehealth:

- People with greater health care needs and costs
- People with chronic health conditions (e.g., diabetes, depression)
- People residing in metropolitan areas
- People residing in areas with high broadband access



### Audio-visual telehealth:

- Younger adults
- People with college degrees
- People with private health insurance



### Audio-only telehealth:

- Older adults
- People with greater health care needs and costs
- People with chronic health conditions (e.g., diabetes, depression)
- People living in non-metropolitan areas
- People living in areas with low broadband access
- People living in areas with greater poverty

## TELEHEALTH ACCESS

Telehealth may contribute to health equity by expanding access to health care. However, access is not equitable, particularly for people with limited internet access or low digital literacy.

Efforts are needed to improve equitable access to telehealth:

Continued **investment in infrastructure** (broadband, telecommunications technology).



Actions to help people **build their knowledge, skills, and comfort** to use telehealth effectively.



**Continued audio-only coverage**, which has provided needed access to services for those with barriers to in-person or audio-visual telehealth services.