2020 Provider and Member Telehealth Survey Analysis
To better understand the impact of the COVID-19 pandemic on services, Alliance conducted a member survey and provider survey to identify barriers, benefits, and gaps related to telehealth services.
Provider Survey

Hosted on Surveymonkey.com

Providers were notified via email

6/17/2020 – 7/13/2020

Member Survey

Administered via phone by Alliance staff

Sample based on telehealth eligible services received between March – July

6/12/2020 – 7/29/2020
Limitations

- Members without a valid phone number could not be reached for participation
- Low number of responses when looking at subpopulations
- Due to claims lag, there may be several weeks between the members’ service and survey
64 providers

reported providing telehealth services
March-July 2020

1 square represents 1 response
64 providers reported providing telehealth services March-July 2020

202 members reported receiving telehealth services March-July 2020
so data from both surveys were merged for those members.

31 providers served participants of the member survey
31 providers served participants of the member survey and 125 members received services from a participant of the provider survey.
31 providers served participants of the member survey and 125 members received services from a participant of the provider survey, so **data from both surveys were merged** for those participants.
Of the member respondents that received telehealth services, 88% rated their service good or very good.
Survey Results

Of the telehealth providers that participated in the survey:

- 78% believe their members are satisfied
- 85% are new to telehealth
- 55% want more telehealth training
- 68% work from home
- 58% report improved show rates
- 80% report most members had no challenges with platform
- 68% report the same or increased member engagement
- Zoom and Doxy.me were the most frequently used telehealth platforms
Enhanced services were rated as harder to provide via telehealth than in-person by more than half of respondents.

However, only 34% of respondents rated outpatient services as harder.
The number of **members served via telehealth increased** significantly during the COVID-19 pandemic. Of members that received telehealth eligible services between March – August, **62% received at least one telehealth service.**
Although the number of members served has decreased slightly in 2020, the ability to provide services via telehealth has made a huge impact on our ability to serve our members during the COVID-19 pandemic.
Benefits

Access
Transportation barriers eliminated, more flexibility, engagement

Safety
Less contact with others

Cost
Reduced travel expenses

Childcare
Less need for childcare

Insight
Into members’ home environment

Connection
Engagement, less isolation

Barriers

Tech
Lack of access to technology, equipment for providers

Diagnosis/Age Suitability
Participation and effectiveness difficult for some

Childcare
Distractions during appointment

Privacy
From others in household

Paperwork
Copayments and paperwork
Satisfaction data was compared across demographic subgroups including race, age, county, ethnicity, disability group, language, funding, service, provider, telehealth platform, provider training, and provider experience. All subgroups with at least 40 responses were found to be proportional.
Evaluation of unrepresented population

A limitation of the survey is that members without valid phone numbers in Alpha were excluded from the sample. Claims data was reviewed to identify populations whose needs are not being met as a result of the COVID-19 pandemic.

- **Members served** March-August 2020 was lower than the past three years.
- **New state funding enrollments** dropped March-August 2020.
- **18%** of members that received telehealth services have **used phone only**.
- **5%** of members who consistently received services from Dec ’19-Feb ‘20 have no claims after March; however, this is consistent with the previous year.
<table>
<thead>
<tr>
<th>Ideas to Consider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leverage stakeholder insight and dig deeper into claims data to identify populations whose needs are not being met</td>
</tr>
<tr>
<td>Continue to assess on-going and long-term outcomes of the shift to telehealth for members and providers</td>
</tr>
<tr>
<td>Develop strategy to support providers with transitioning to HIPAA compliant telehealth platforms</td>
</tr>
<tr>
<td>Assess provider training needs, best practices, and training options</td>
</tr>
</tbody>
</table>