



# VIRTUAL CARE

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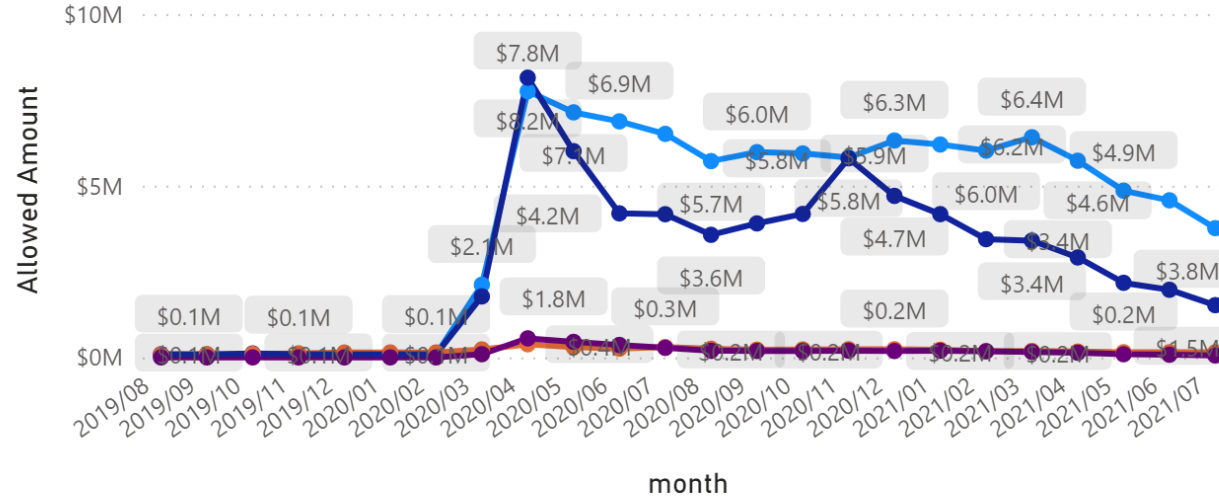
# WELLMARK VIRTUAL CARE CHANGES DUE TO PANDEMIC

- Expanded coverage and waived all member cost share for all fully insured and self-funded members for telehealth visits thru June 30, 2021
- Allow for the use of telephonic visits when a member is unable to connect visually
- Increased fees for telehealth visits to be equal to in-office visits for clinically appropriate codes inclusive of medical, behavioral health, and therapies at least until October 31, 2021

Repeat VH User    Urbanicity    Top Specialties    Parity Code Group    Age Band    Gender

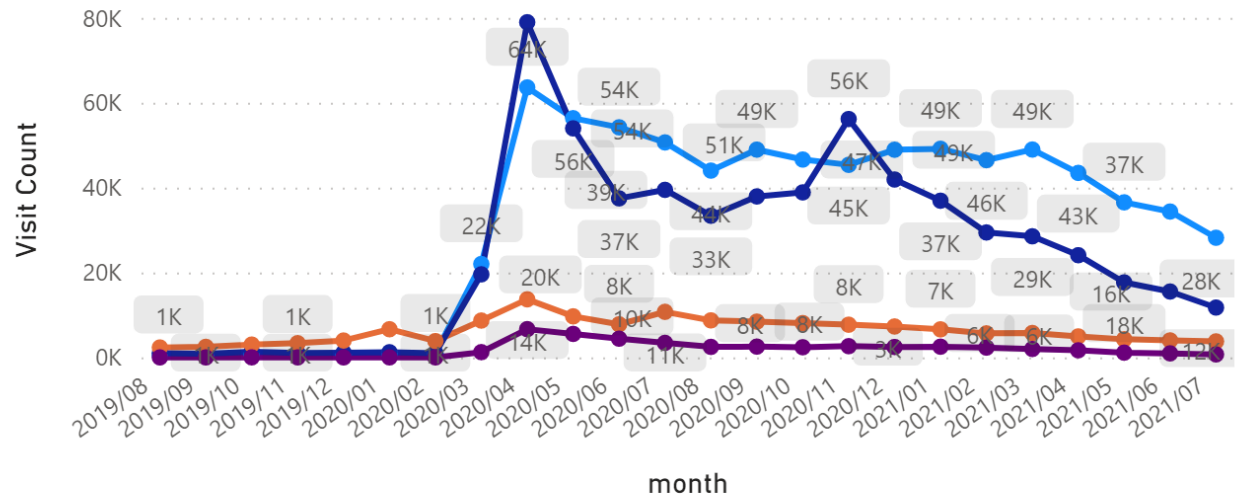
## Allowed Amt by Month

Parity Code Group   ● Behavioral Health S...   ● Medical or Office ...   ● Other Services   ● Therapy Services



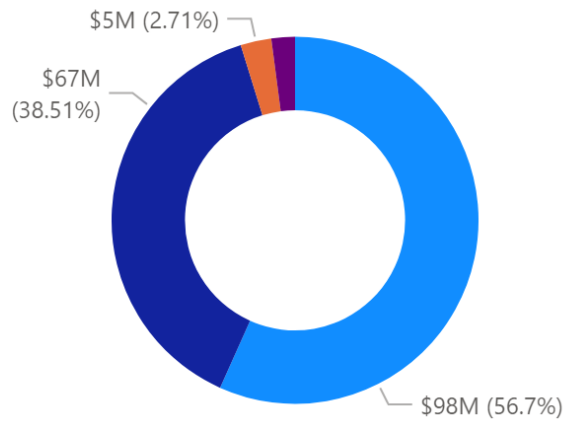
## Visit Count by Month

Parity Code Group   ● Behavioral Health S...   ● Medical or Office ...   ● Other Services   ● Therapy Services



## Allowed Amt

● Behavior...   ● Medical ...   ● Other S...   ● Therapy ...

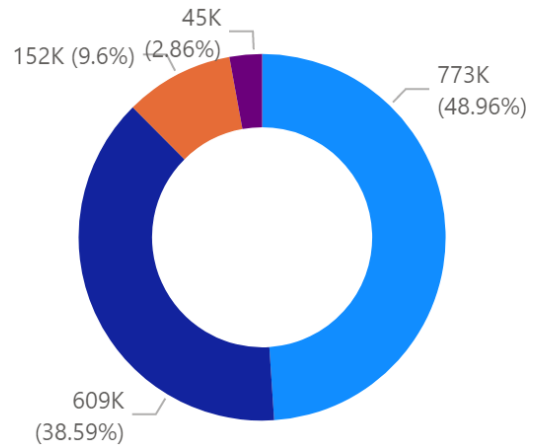


## Virtual Health Procedure Codes

CPT/HCPC	CPT/HCPC Description	Allowed Amt	Visit Count
90837	PSYCHOTHERAPY PATIENT &/ FAMILY 60 MINUTES	\$63,846,104	1,025,717
99213	OFFICE/OUTPATIENT VISIT, EST	\$32,402,303	3,388,142
99214	OFFICE/OUTPATIENT VISIT, EST	\$23,656,466	1,865,839
90834	PSYCHOTHERAPY PATIENT &/ FAMILY 45 MINUTES	\$19,840,861	495,400
90791	PSYCHIATRIC DIAGNOSTIC EVALUATION	\$4,557,875	115,921
99212	OFFICE/OUTPATIENT VISIT, EST	\$3,740,055	488,717
90832	PSYCHOTHERAPY PATIENT &/ FAMILY 30 MINUTES	\$2,685,828	69,117
<b>Total</b>		<b>\$173,251,473</b>	<b>11,287,334</b>

## Visit Count

● Behavior...   ● Medical ...   ● Other S...   ● Therapy ...



# WELLMARK VIRTUAL CARE NEXT STEPS

- Evaluating options based on health care organization feedback
- Focused on:
  - Security
  - Cost
  - Quality
  - Experience