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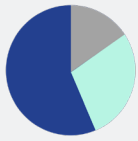
# 2022 Annual Medicaid MCO Survey

## Telehealth

### Methods and Overview

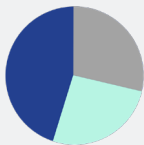
In its fifth year, the 2022 survey findings represent health plan data from almost every state with Medicaid managed care. The annual surveys collected information at the parent company/corporate levels and are intended to equip Medicaid stakeholders with the information needed to accurately articulate the national narrative about Medicaid managed care.

#### Health Plan Tax Status



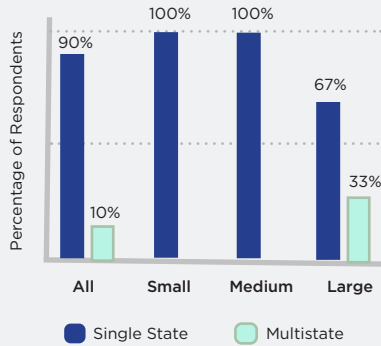
- Private Non-Profit (57%)
- Private For-Profit (14%)
- Government or Other (29%)

#### Medicaid Health Plan Respondents by Size



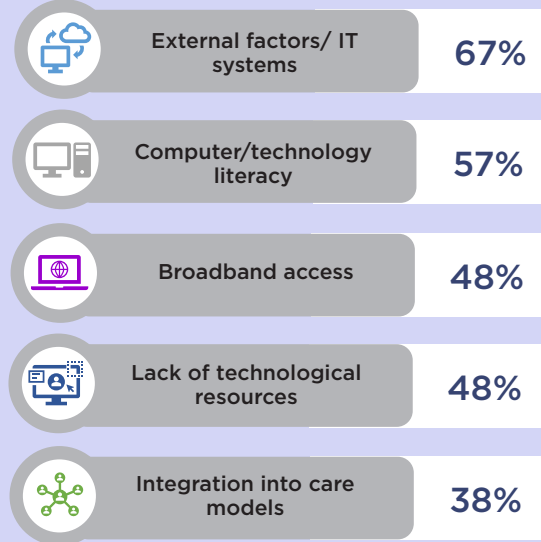
- Small Health Plan (<250K Covered Lives) (43% of health plans)
- Medium Health Plan (250K - 1 Million Covered Lives) (28.5% of health plans)
- Large Health Plan (> 1 Million Covered Lives) (28.5% of health plans)

#### Health Plan Markets



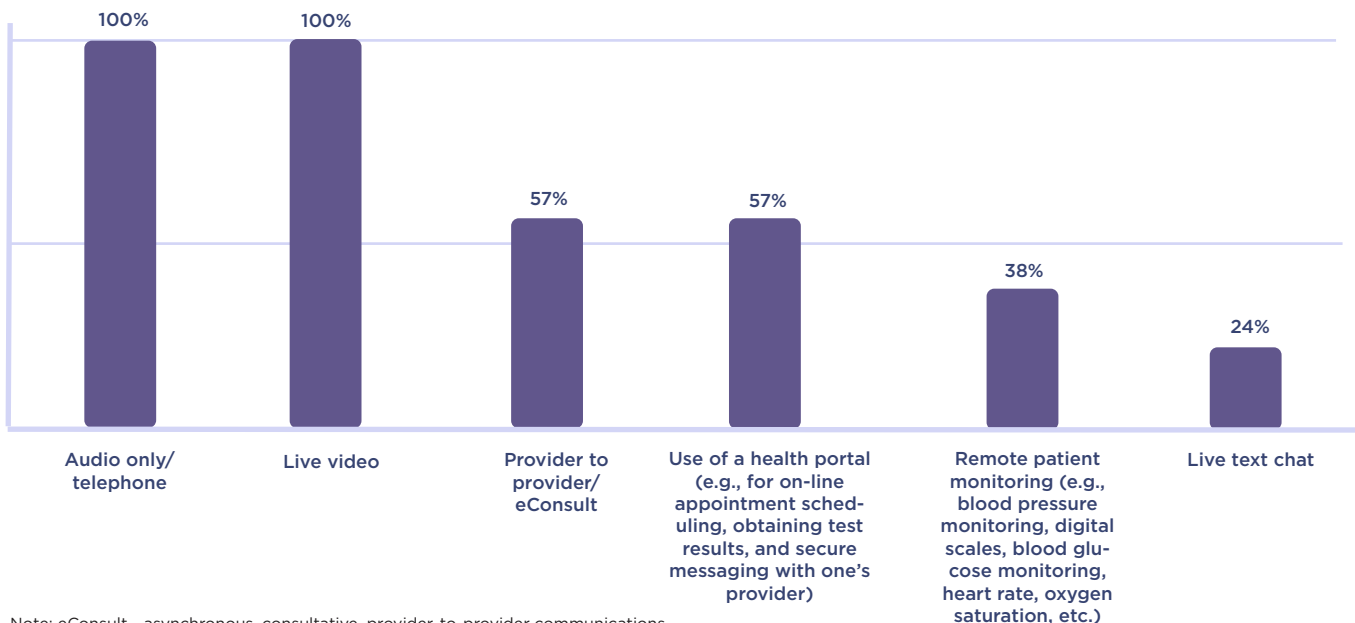
Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

### Provider Telehealth Barriers Encountered by Medicaid Health Plans



Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

### Medicaid Health Plans' Use of Specific Telehealth Modalities

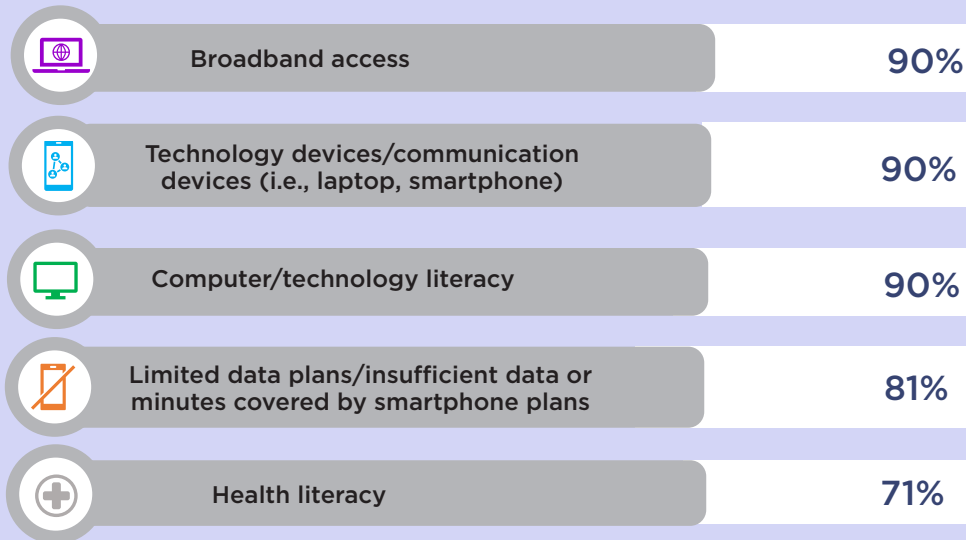


Note: eConsult - asynchronous, consultative, provider-to-provider communications within a shared electronic health record (EHR) or web-based platform.

Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

## IMI 2022 Annual Medicaid MCO Survey | Telehealth

### Member Telehealth Barriers Encountered by Medicaid Health Plans



Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."

### Outcomes Medicaid Health Plans Attributed to Telehealth

Outcomes	Percentage of Health Plans
Increased patient access	71%
Increased member satisfaction	48%
Increased provider satisfaction	48%
Sustained or increased primary care utilization during COVID	48%
Sustained or increased mental health utilization during COVID	48%
Decreased member no shows	43%
Decreased urgent care utilization	38%
Decreased ED Utilization	33%
Increased behavioral health care utilization	33%
Improved patient compliance with care	33%
Increased primary care utilization	29%
Improved continuity of care	29%
Cost savings	10%
None	10%

Note: No health plans selected, "duplication of services."

Source: Institute for Medicaid Innovation. "2022 Annual Medicaid Health Plan Survey."