



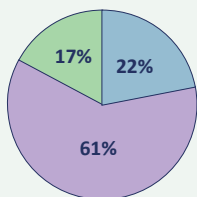
Annual Medicaid Managed Care Organization Survey Telehealth

Demographics

In its seventh year, the 2024 survey findings represent health plan data from almost every state with Medicaid managed care. The annual survey collected information at the parent company/corporate levels and is intended to equip Medicaid stakeholders with the information needed to accurately articulate the national narrative about Medicaid managed care. The survey respondents are representative of the national demographics of all Medicaid health plans.

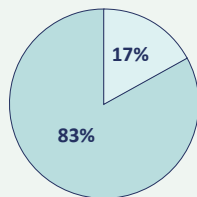
Health Plan Tax Status

- Private Nonprofit
- Private For-Profit
- Government or Other



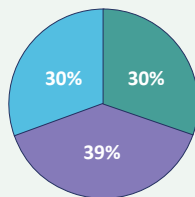
Health Plan Markets

- Single State
- Multistate



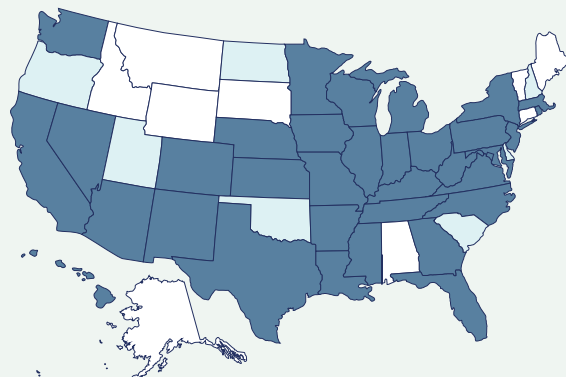
Health Plan Size

- Small Health Plans (<250K Covered)
- Medium Health Plans (250K–1 Million Covered)
- Large Health Plans (>1 Million Covered)



Note: Percentage does not equal 100% due to rounding.

Health Plan States



- Managed Care States Represented in Findings (states with capitated managed care)
- Managed Care States NOT Represented in Findings
- States without Medicaid Managed Care

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Provider Barriers Encountered by Medicaid Health Plans for Telehealth

	Small Health Plans	Medium Health Plans	Large Health Plans	All Health Plans
Computer or technology literacy	71%	89%	71%	78%
Lack of technological resources	86%	78%	71%	78%
Broadband internet access	71%	78%	71%	74%
Information technology systems	57%	67%	86%	70%
Provider disinterest	57%	56%	57%	57%
State telehealth coverage policies influencing provider adoption	29%	56%	57%	48%
Insufficient internet speed for telehealth	43%	33%	43%	39%
Integration into care models	0%	56%	43%	35%
Payment incentives	0%	44%	29%	26%
Lack of interpreter services	29%	33%	14%	26%
Quality concerns from the provider	43%	22%	14%	26%
Lack of training on telehealth best practices	14%	22%	43%	26%
Other*	0%	22%	43%	22%
Payment parity	0%	22%	14%	13%









Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes getting visit notes back to the primary care providers when telehealth is accessed through a vendor; ongoing regulatory telehealth clarifications; resources to support program implementation; inconsistency within provider networks; dedicated or sufficient staff availability; and technology optimization. Four percent (4%) of health plans selected "none."



Support for this project is provided by the Robert Wood Johnson Foundation. The views expressed here do not necessarily reflect the views of the Foundation.

Modalities Medicaid Health Plans Cover as a Billable Visit or Service

91%	Live video visits	
83%	Audio only or telephone	
48%	Provider-to-provider eConsult	
48%	Remote patient monitoring (e.g., blood pressure monitoring, digital scales, blood glucose monitoring, heart rate, oxygen saturation)	
35%	Use of a health portal (e.g., for online appointment scheduling, obtaining test results, and secure messaging with one's provider)	
30%	Store and forward (e.g., receiving digital images of a patient's skin condition)	
13%	Live text chat	
4%	Other*	

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes in-home medical services. Four percent (4%) of health plans selected "none."

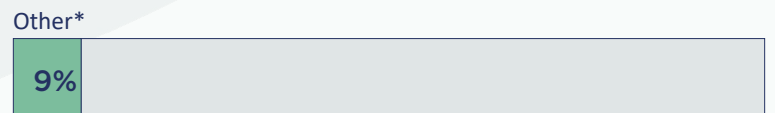
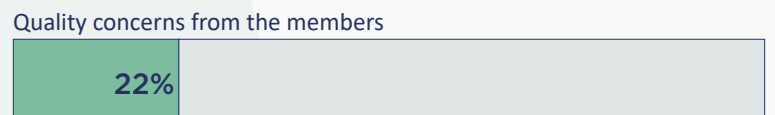
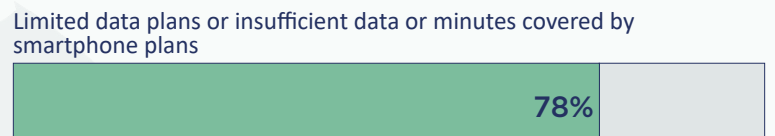
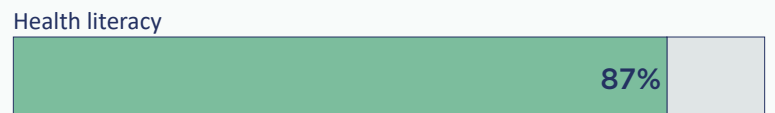
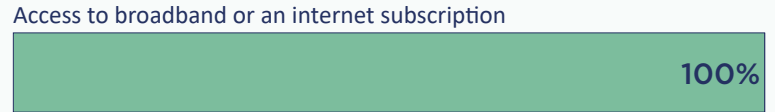
Outcomes Medicaid Health Plans Attribute to Telehealth

Outcomes Medicaid Health Plans Attribute to Telehealth	All Health Plans
Increased patient access to services	73%
Increased behavioral health care utilization	64%
Increased member satisfaction	64%
Improved continuity of care	59%
Improved patient compliance with care	59%
Decreased member no-shows	55%
Decreased emergency department utilization	50%
Increased provider satisfaction	46%
Decreased urgent care utilization	41%
Increased primary care utilization	32%
Increased cost savings	32%
Increased prescribing	9%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: Nine percent (9%) of health plans selected "none." No health plans selected "increased fraud or abuse" or "increased duplication of services."














Member Barriers Encountered by Medicaid Health Plans for Telehealth



Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes provider scheduling hours of operation and uncertainty about the care most appropriate for telehealth. No health plan selected "none."

Changes to State Medicaid Policies or Requirements that Could Assist Medicaid Health Plans to Create More Equitable Access to Telehealth

	Support school-based health services delivered via telehealth, including behavioral health services	61%
	Reimburse for evidence-based remote patient monitoring	52%
	Enable health plans to create innovative reimbursement models	52%
	Incentivize for evidence-based remote patient monitoring	48%
	Reimburse for provider-to-provider consultations, including eConsults leveraging asynchronous telehealth modalities (such as store and forward) when a professional medical opinion is sought	48%
	Allow federally qualified health centers, rural health clinics, Indian Health Service clinics, and community mental health centers to serve as origination and distant site providers	48%
	Reimburse for services that can be delivered appropriately via audio only, including outpatient evaluation and management services and professional outpatient mental health care	43%
	Reimburse nontraditional providers for facilitating telehealth appointments (e.g., emergency medical service providers facilitating a telehealth visit versus transporting a low-acuity patient to the ED)	43%
	Remove site restrictions that limit where members can be located during a telehealth visit	43%
	Enable health plans to support community-based organizations with telehealth technology to support members' telehealth appointments	43%
	Reimburse for translation and interpreting services	39%
	Remove restrictions on the type of entity that can be reimbursed for remote patient monitoring (e.g., limiting reimbursement to home health agencies)	30%
	Other*	4%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes allowing providers to be in states other than the one in which the member resides. Seventeen percent (17%) of health plans selected "none."

Actions Medicaid Health Plans are Taking to Create More Equitable Access to Telehealth

	All Health Plans
Digital literacy or technology literacy education for members	61%
Leveraging or promoting the Federal Communications Commission's Lifeline Program	48%
Leveraging or promoting the Federal Communications Commission's Affordable Connectivity Program	39%
Connecting members to community-based organizations (CBOs) that support access to technology or devices	39%
Digital literacy or technology literacy education for providers	35%
Connecting members to CBOs that support access to internet services	35%
Connecting members to CBOs that support interpretation for needed languages	30%
Digital navigators for members	26%
Supporting community telehealth access points	26%
Supporting community hot spots for internet access	22%
Other*	13%
Supplemental payments to members for in-home internet subscriptions	4%
Supplemental payments to members for mobile devices or data packages	4%

Source: Institute for Medicaid Innovation. "2024 Annual Medicaid Health Plan Survey."

Notes: *Other includes digital literacy program under development; interpretation support for needed languages. Seventeen percent (17%) of health plans selected "none." No health plans selected "partnering with telecom companies to offer low-cost internet to members."