

Telehealth Use Among Employees

IBI analyzed national and claims data in 2020 and 2021 to highlight virtual care utilization.



In 2020, 1.4 in 5 employees used virtual care.

2020 National Health Interview Survey

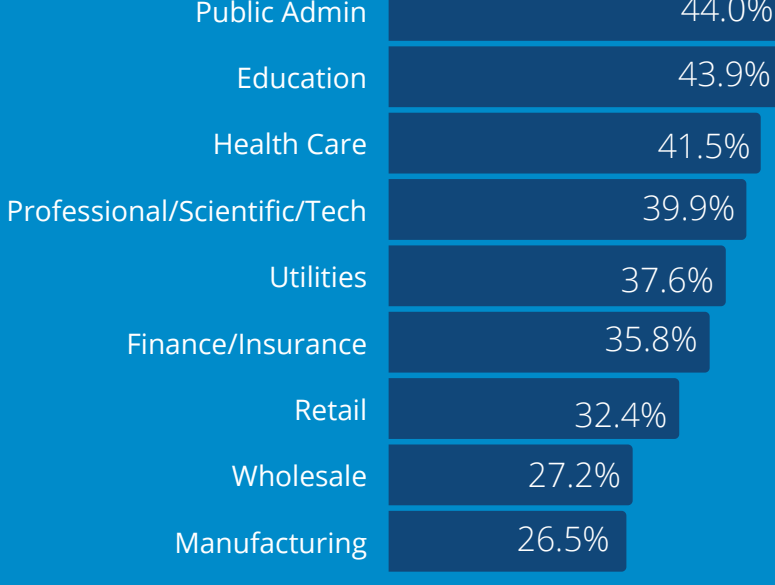
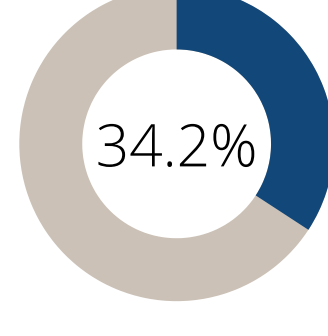


In 2021, 1 in 5 employees used virtual care.

2021 Household Pulse Survey

In 2020, out of those that saw a doctor, 1 in 3 employees used virtual care.

2020 National Health Interview Survey

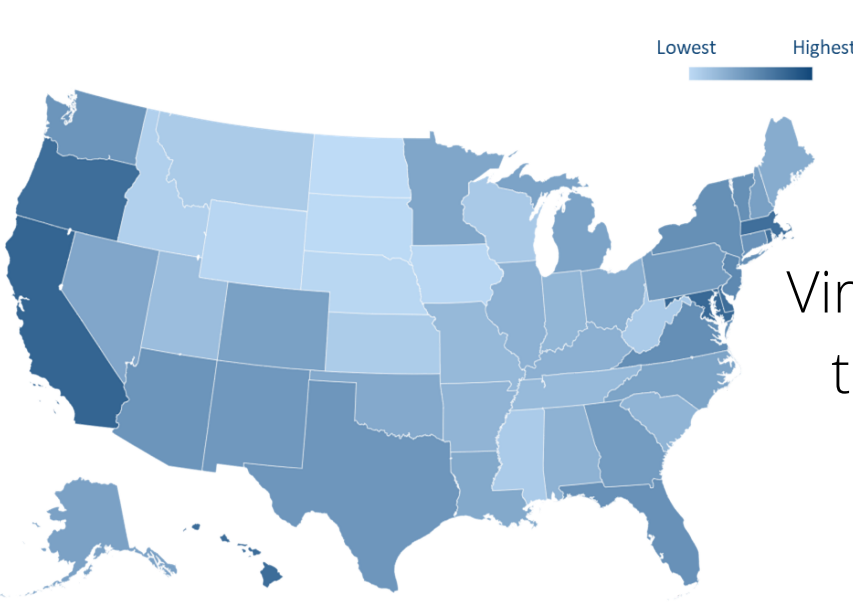


Retail, wholesale, and manufacturing are the industries that used virtual care the least.

2020 National Health Interview Survey

Virtual care is highest in **large urban areas**, with 40.2% urban, and 24.5% rural.

2020 National Health Interview Survey



Virtual care use is highest in the West and Northeast.

2021 Household Pulse Survey

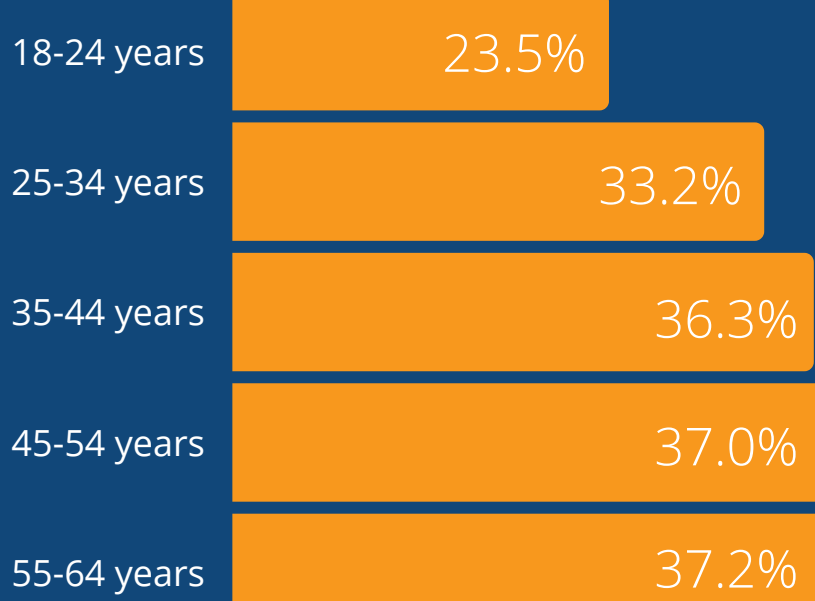


More women use virtual care than men.

2020 National Health Interview Survey

18-24 year olds are the least likely to use virtual care.

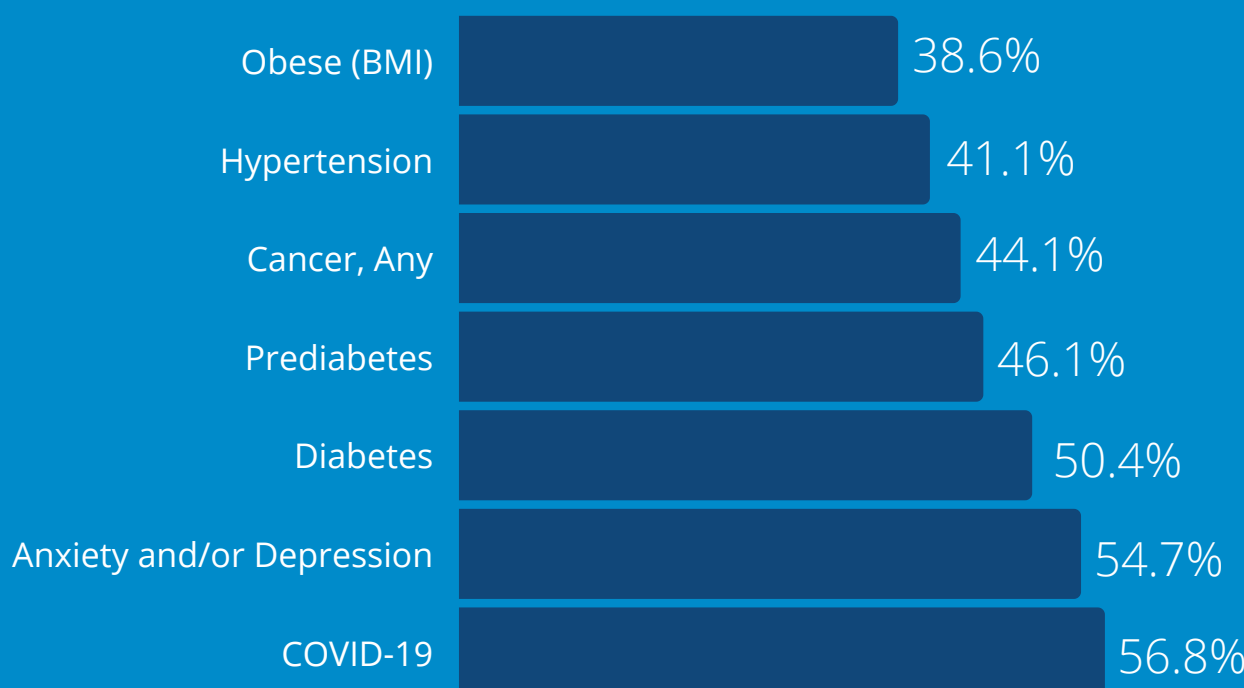
2020 National Health Interview Survey



Virtual care was higher among employees who utilized urgent care or the emergency room.

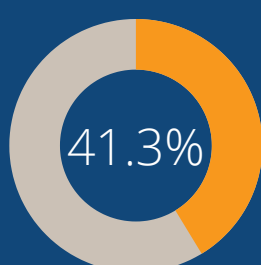
Virtual care increased with the number of missed workdays due to illness, injury, or disability.

92% of all virtual care was received at traditional health care providers, among UnitedHealthcare members.

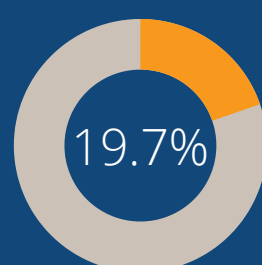


Virtual care use is highest among employees **diagnosed with COVID-19 or anxiety and/or depression.**

2020 National Health Interview Survey



Employees with COVID-19 vaccine



Employees without COVID-19 vaccine

Employees **with the COVID-19 vaccine** used virtual care more than those without the vaccine.

2021 Household Pulse Survey

How can employers promote telehealth use?

- Move away from just convenience to **showing the value of and providing access to virtual care**, including through national virtual vendor providers.
- **Use data**, such as outcomes and provider quality, to support virtual care programs.
- **Make communications focused**, concise, and intentional.
- **Expand virtual care to meet the needs of the individual** - towards a medical home model and meeting all pillars of wellbeing (physical, emotional, financial, and social).

For more information visit www.ibiweb.org/telehealth.

