



Telehealth Provider Survey Results

Survey (administered on August 22, 2023 and closed on October 2, 2023) on provider telehealth experiences during the Coronavirus disease 2019 (COVID-19) public health emergency (PHE) and their plans to continue using telehealth.

72% reported as Medicaid providers



28% reported as non-Medicaid providers or other



73% of providers reported as non-prescribers

27% of providers reported as prescribers

Controlled Substance Prescribers
60% used software to notate prescriptions issued via telehealth

Includes extensive list of traditional providers as well as long-term care workers, peer advocates/navigators and dietitians.

1,984 providers responded

Location

Facility



15%
Rural



42%
Suburban



43%
Urban

Includes an extensive list of traditional facilities as well as community-based organizations, foster care agencies, and adult day treatment.

Provider and Patient During Telehealth Visit

51%
Often

Provider at the facility



18%
Sometimes

11%
Never

8%
Rarely

8%
No Answer

Provider and patient not at the facility



27%
Never

20%
Often

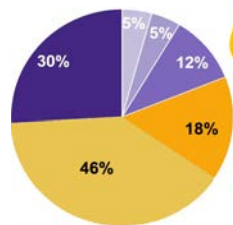
18%
Sometimes

16%
Rarely

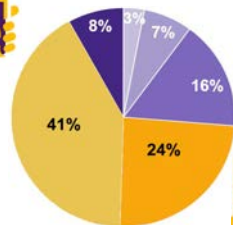
16%
No Answer

Provider Training and Support

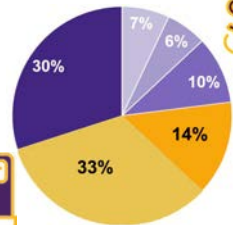
Not at All Helpful | Slightly Helpful | Somewhat Helpful | Very Helpful | Extremely Helpful | N/A



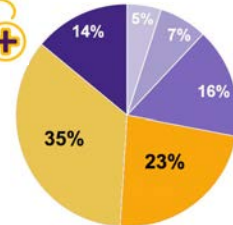
Programs to distribute hardware (e.g., smart-phones) to patients



Free provider training and/or CME credits on telehealth best practices



Provider funding to loan remote monitoring devices to patients



Provider funding for new hardware (e.g., video cameras, computers)

Barriers

47% or nearly half the providers surveyed said understanding telehealth policy and billing guidance was a significant challenge.

Lack of adequate hardware was identified as the least problematic, with **32%** of providers citing this as a barrier for their practice.

Plans for Future Telehealth Visits

30%

of providers will offer telehealth services at the same rate of frequency as during the COVID-19 PHE

24%

of providers will offer telehealth services at a lower rate of frequency than during the COVID-19 PHE

22%

of providers will return to providing in-person services only

12%

of providers will expand use of telehealth services post COVID-19 PHE

8%

of providers are unsure of their answer at the time of survey