### Top Five Procedure Codes by Utilization, 2019 vs. 2020

<table>
<thead>
<tr>
<th>CPT/HCPCS</th>
<th>Description</th>
<th>May 2019</th>
<th>May 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>99441</td>
<td>PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION</td>
<td>0.16%</td>
<td>8.69%</td>
</tr>
<tr>
<td>99860</td>
<td>EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT, EACH 30 MINUTES</td>
<td>0.08%</td>
<td>4.89%</td>
</tr>
<tr>
<td>99213</td>
<td>ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>99444*</td>
<td>PHYSICIAN OR HEALTHCARE PROFESSIONAL EVALUATION AND MANAGEMENT OF PATIENT CARE BY INTERNET (EMAIL) RELATED TO VISIT WITHIN PREVIOUS 7 DAYS</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>99201</td>
<td>NEW PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES</td>
<td>8%</td>
<td>10%</td>
</tr>
</tbody>
</table>

### Volume of Claim Lines, 2019 vs. 2020

#### Percent Change (2019-2020)

- **Top Five Procedure Codes by Utilization:**
  - 99213 ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES: 5679.57%
  - 99214 ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES: 8.69%
  - 90837 PSYCHOTHERAPY, 60 MINUTES: 0.15%
  - 90834 PSYCHOTHERAPY, 45 MINUTES: 0%
  - 99442 PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION: 2%

### Top Five Diagnoses, 2019 vs. 2020

#### May 2019

- Mental Health Conditions: 38.39%
- Acute Respiratory Diseases and Infections: 17.22%
- Urinary Tract Infections: 5.15%
- Skin Infections and Issues: 3.69%
- Eye Infections and Issues: 3.09%

#### May 2020

- Mental Health Conditions: 39.56%
- Joint/Soft Tissue Diseases and Issues: 5.51%
- Developmental Disorders: 3.42%
- Hypertension: 3.05%
- Skin Infections and Issues: 2.65%

### Urban vs. Rural Usage, 2019 vs. 2020

#### Percent of telehealth claim lines

- **Top Five Procedure Codes by Utilization:**
  - 99213 ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES: Urban: 9.16%, Rural: 4.89%
- 99214 ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 25 MINUTES: Urban: 0.16%, Rural: 0.08%

### Source

Source: FH NPIC® database of more than 31 billion privately billed medical and dental claim records from more than 60 contributors nationwide. Copyright 2020, FAIR Health, Inc. All rights reserved. CPT © 2019 American Medical Association (AMA). All rights reserved.

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