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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>99441</td>
<td>PHYSICIAN TELEPHONE PATIENT SERVICE, 5-10 MINUTES OF MEDICAL DISCUSSION</td>
<td>32.84%</td>
<td>30.61%</td>
</tr>
<tr>
<td>99960</td>
<td>EDUCATION AND TRAINING FOR PATIENT SELF-MANAGEMENT, EACH 30 MINUTES</td>
<td>23.07%</td>
<td>25.86%</td>
</tr>
<tr>
<td>99213</td>
<td>ESTABLISHED PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 15 MINUTES</td>
<td>5.40%</td>
<td>6.18%</td>
</tr>
<tr>
<td>99201</td>
<td>NEW PATIENT OFFICE OR OTHER OUTPATIENT VISIT, TYPICALLY 10 MINUTES</td>
<td>3.36%</td>
<td>3.93%</td>
</tr>
<tr>
<td>99442</td>
<td>PHYSICIAN TELEPHONE PATIENT SERVICE, 11-20 MINUTES OF MEDICAL DISCUSSION</td>
<td>2.82%</td>
<td>3.49%</td>
</tr>
</tbody>
</table>

### Top Five Diagnoses, 2019 vs. 2020

#### Mental Health Conditions
- **Oct. 2019**: 32.84%
- **Oct. 2020**: 51.81%

#### Acute Respiratory Diseases and Infections
- **Oct. 2019**: 23.07%
- **Oct. 2020**: 3.22%

#### Urinary Tract Infections
- **Oct. 2019**: 5.40%
- **Oct. 2020**: 5.61%

#### Skin Infections and Issues
- **Oct. 2019**: 6.40%
- **Oct. 2020**: 6.06%

#### Eye Infections and Issues
- **Oct. 2019**: 3.36%
- **Oct. 2020**: 3.26%

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

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

- **Percent Change (2019-2020)**: 3060.11%

#### Urban
- **Oct. 2019**: 0.19%
- **Oct. 2020**: 0.08%

#### Rural
- **Oct. 2019**: 5.88%
- **Oct. 2020**: 3.20%