



Detailed Findings from the Telehealth Survey of Medical Assistance (MA) Adult Enrollees

Databook of Survey Items

September 2023

Department of Human Services (DHS)

Collaboration between Behavioral Health, Housing, and Deaf and Hard of Hearing Services Administration and Health Care Administration

540 Cedar Street

St. Paul, MN 55101

651-431-2000

DHS.info@state.mn.us

mn.gov/DHS

Lead Researchers: Megan M. Loew, PhD, and Wilder Research team members (Kristin Dillon, PhD; Melissa Serafin, MA; Bunchung Ly)

Project Sponsors: Neerja Singh, PhD, LICSW, LADC and Julie Marquardt, MS, DPT

Significant guidance and assistance were provided by: DHS Behavioral Health, Housing, and Deaf and Hard of Hearing Services Administration, Health Care Administration, and Minnesota Department of Health (MDH) staff members involved. We extend our sincere gratitude to Matthew Burdick, Nathan T. Chomilo, Megan Dorr, Anne Graham, Kristy Graume, Stefan Gildemeister, Jeffery Hunsberger, Justine Nelson, Daniel Millikin, Pam Mink, Melorine Mokri, and Diogo Reis.

Acknowledgments: Sincere recognition to our Medical Assistance (MA) and MinnesotaCare community recipients and health care providers who shared their time, energy, insight, and lived experiences with the State to create a greater Minnesota. Their contributions were invaluable in the production of this report.

Special appreciation to Rachel Cruz and Jonathan Neufeld at the University of Minnesota's Institute for Health Informatics for their time, energy, insight, and expertise to this project.

As requested by Minnesota Statute 3.197: This report cost approximately \$238,257.78 to prepare, including staff time, printing and mailing expenses.

Upon request, this material will be made available in an alternative format such as large print, Braille or audio recording. Printed on recycled paper.

Contents

Background..... 4

All enrollees 5

Race and ethnicity 12

Race and ethnicity among individuals who received behavioral telehealth services in the past 12 months 22

Geography 31

MA eligibility type..... 41

Age 51

Sex 61

Treatment plan 70

Interpreter access..... 80

Behavioral health and physical telehealth services 90

Type of care and delivery format 99

Background

In 2021, the Minnesota Department of Human Services (DHS) contracted with Wilder Research (Wilder) to conduct a study of telehealth utilization among people enrolled in Medical Assistance, Minnesota's Medicaid program. As part of this study, DHS and Wilder conducted a survey of MA enrollees. The survey findings are included in the full report, *Assessing Telehealth Utilization and Experiences among Adult Medical Assistance (MA) Enrollees in Minnesota*.

This databook includes all analysis conducted by Wilder, including all subgroup analysis, using the weighted dataset (see the full report's methodology section for more information about the sampling and weighting process). It is organized by subgroup to provide a holistic picture of all findings pertaining to each subgroup (e.g., presenting all reasons for delivery format preferences together helps identify the reasons that are more salient for certain groups).

Wilder used a **threshold of 15 percentage points to identify notable differences between subgroups, and these instances are indicated with an asterisk (*) and highlighted dark blue** throughout the databook. Additionally Appendix B in the full report includes written descriptions of notable differences by each survey item (instead of, subgroup). Note that all findings included in this databook and the full report use valid percentages to maximize comparability.

Note that respondents were asked if they have ever received telehealth services, and whether they received specific types of telehealth services in the past 12 months (audio-only behavioral health services, video-based behavioral health services, audio-only physical health services, and video-based physical health services). If they received more than one type of telehealth service in the past 12 months, they were asked to choose the category that comes first in the list (the same order as in Figure 1). For example, if a respondent had a phone call for a mental health or substance use concern and a phone call for a physical concern, they were asked to focus on the phone call for the mental health or substance use concern. Respondents were then asked to think about the most recent visit they had within this category before completing the next set of questions.

All enrollees

Figure 1. Telehealth utilization among all enrollees

Have you ever received health care through a phone call or video call?	% (N=2,827- 2,899)
Yes	62%
No	38%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)	
Phone call for a mental health or substance use concern	18%
Video call for a mental health or substance use concern	24%
Phone call for a physical concern	23%
Video call for a physical concern	23%
Have not received health care by phone or video in the past 12 months	49%

Figure 2. Type of care received among all enrollees during the telehealth visit respondents were asked to think about

For the visit we asked you to think about, which type of health care did you receive? (Check one)	% (N=1,414)
Mental health treatment	35%
Treatment for a substance use disorder	2%
Prenatal care for my pregnancy	4%
A preventative visit with a doctor	13%
A visit with a doctor for an injury or illness	19%
A visit with a specialist who focuses on treating certain conditions or parts of the body	15%
Other services that support my health	4%
Medication or medical equipment	8%
Other ^a	2%

Note. Percentages may not add to 100% due to rounding.

^a Response categories reported by more than one respondent in order of frequency: COVID-related services (e.g., vaccination), combination of multiple services.

Figure 3. Delivery format choice among all enrollees

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	% (N=1,489)
Yes	69%
No	31%

Figure 4. Perceptions of care regarding telehealth visit among all enrollees

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Via telehealth	In person	No difference
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met... (N=1,436)	10%	34%	56%
My provider would have listened more carefully to me if we had met... (N=1,415)	6%	32%	62%
I would have more trust that my provider is doing what is best for me if we had met... (N=1,426)	7%	32%	61%
I would have had more say over decisions that affect my health if we had met... (N=1,418)	6%	31%	63%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met... (N=1,428)	7%	35%	58%
I would have received better care if we had met... (N=1,421)	5%	35%	61%
It would have been easier for me to get this health care if we had met... (N=1,407)	19%	28%	53%
Transportation would have been easier if we had met... (N=1,408)	36%	16%	48%
The wait time to get an appointment would have been shorter if we had met... (N=1,416)	26%	17%	56%

Note. Percentages may not add to 100% due to rounding.

Figure 5. Delivery format preference among enrollees who received telehealth services in the past year

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	% (N=1,391)
Telephone call	18%
Video call	30%
Telehealth unspecified ^a	<1%
In person	52%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 6. Reasons for telehealth preference among all enrollees

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	% (N=663)
No travel time	78%
No need to find child care or elder care	34%
No need to take time off from work	47%
No need to pay for gas, parking fees, and other travel costs	71%
Easier to schedule	67%
Shorter wait times for appointments	56%
Other ^a	9%

^a Response categories reported by more than one respondent in order of frequency: mental health concerns that make social interaction or being in public challenging; better for mobility impairments, disabilities, or other health conditions unrelated to mental health; more convenient generally; other transportation-related benefits not related to travel time or costs; general preference; communication is easier; don’t have to leave the house or general preference for being at home; and fewer COVID-19-related risks.

Figure 7. Reasons for in-person preferences among all enrollees

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	% (N=719)
My provider and I would be able to hear and see each other better	67%
I would feel more comfortable talking openly with my provider	54%
My provider can explain things better to me in person	51%
There would be fewer distractions during the appointment	51%
I am not comfortable using the technology needed for a telehealth appointment	18%
My provider needs to assess my health concern in person	45%
Other ^a	7%

^a Response categories reported by more than one respondent in order of frequency: better quality interactions with provider not related to provided response options; general preference; easier to access on-site services or easier to receive more than one service in the same day; it's more convenient or faster in person; human connection and interaction or an opportunity to leave the house.

Figure 8. Ability to access care because of telehealth among enrollees who received telehealth services in the past year

Has telehealth made it possible for you to get health care that otherwise you would not have received?^a	% (N=1,102)
Yes	65%
No	35%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	% (N=684)
Mental health treatment	52%
Treatment for a substance use disorder	7%
Prenatal care for my pregnancy	5%
A preventative visit with a doctor	25%
A visit with a doctor for an injury or illness	34%
A visit with a specialist who focuses on treating certain conditions or parts of the body	28%
Other services that support my health	19%
Medication or medical equipment	25%
Other	3%

^a Note that many respondents also reported they didn't know whether telehealth has made it possible to receive care they otherwise wouldn't have received. Including these cases in the overall percentages increases the total N to 1,525, and the percentages change as follows: 47% selected "yes," 25% selected "no," and 28% selected "don't know."

Figure 9. Delivery format preference among all enrollees

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	% (N=2,921)
Phone call only	17%
Video call only	10%
Either phone or video	46%
Neither video nor phone	28%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

Race and ethnicity

Figure 10. Telehealth utilization by race/ethnicity

Have you ever received health care through a phone call or video call?	Asian or Pacific Islander (N=211-224)	Black immigrants (N=178-193)	U.S.-born Black (N=423-429)	Hispanic (N=208-219)	Native American (N=150-154)	White (N=1,657-1,681)
Yes	53%	58%	62%	59%	58%	64%
No	47%	42%	38%	41%	42%	36%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)						
Phone call for a mental health or substance use concern	14%	10%	17%	14%	21%	19%
Video call for a mental health or substance use concern	18%	15%	23%	22%	19%	26%
Phone call for a physical concern	20%	24%	24%	17%	21%	23%
Video call for a physical concern	21%	15%	21%	18%	17%	25%
Have not received health care by phone or video in the past 12 months	60%	56%	47%	54%	54%	46%

Figure 11. Delivery format choice by race/ethnicity

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Asian or Pacific Islander (N=96)	Black immigrants (N=89)	U.S.-born Black (N=223)	Hispanic (N=102)	Native American (N=74)	White (N=907)
Yes*	85%	61%	76%	76%	72%	65%
No*	15%	39%	24%	24%	28%	35%

Figure 12. Perceptions of care regarding telehealth visit by race/ethnicity

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Asian or Pacific Islander (N=86-90)	Black immigrants (N=82-86)	U.S.-born Black (N=200-217)	Hispanic (N=93-96)	Native American (N=68-70)	White (N=870-885)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...						
Via telehealth*	14%	5%	14%	15%	22%	8%
In person*	34%	60%	40%	36%	28%	31%
No difference*	52%	34%	46%	50%	50%	62%
My provider would have listened more carefully to me if we had met...						
Via telehealth	3%	7%	12%	5%	6%	4%
In person*	37%	46%	43%	37%	31%	27%
No difference*	60%	47%	45%	58%	63%	69%
I would have more trust that my provider is doing what is best for me if we had met...						
Via telehealth	7%	7%	9%	4%	5%	7%
In person*	43%	44%	45%	38%	32%	26%
No difference*	50%	49%	46%	58%	63%	68%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Asian or Pacific Islander (N=86-90)	Black immigrants (N=82-86)	U.S.-born Black (N=200-217)	Hispanic (N=93-96)	Native American (N=68-70)	White (N=870-885)
I would have had more say over decisions that affect my health if we had met...						
Via telehealth	7%	7%	9%	4%	9%	5%
In person*	38%	50%	48%	42%	28%	23%
No difference*	55%	43%	43%	55%	63%	72%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...						
Via telehealth	7%	10%	13%	5%	12%	5%
In person*	49%	59%	45%	43%	29%	29%
No difference*	44%	31%	43%	52%	60%	66%
I would have received better care if we had met...						
Via telehealth	5%	9%	7%	3%	8%	4%
In person*	47%	53%	50%	41%	29%	28%
No difference*	47%	38%	43%	56%	64%	68%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Asian or Pacific Islander (N=86-90)	Black immigrants (N=82-86)	U.S.-born Black (N=200-217)	Hispanic (N=93-96)	Native American (N=68-70)	White (N=870-885)
It would have been easier for me to get this health care if we had met...						
Via telehealth	12%	11%	13%	15%	13%	22%
In person*	41%	57%	40%	40%	24%	21%
No difference*	46%	31%	47%	46%	64%	57%
Transportation would have been easier if we had met...						
Via telehealth*	30%	21%	28%	32%	35%	40%
In person*	22%	34%	28%	18%	16%	11%
No difference	48%	46%	45%	50%	49%	49%
The wait time to get an appointment would have been shorter if we had met...						
Via telehealth	26%	21%	28%	27%	28%	26%
In person*	23%	47%	30%	20%	16%	11%
No difference*	51%	32%	42%	53%	56%	63%

Note. Percentages may not add to 100% due to rounding.

Figure 13. Delivery format preference among enrollees who received telehealth services in the past year by race/ethnicity

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Asian or Pacific Islander (N=90)	Black immigrants (N=65)	U.S.-born Black (N=207)	Hispanic (N=97)	Native American (N=68)	White (N=865)
Telephone call	20%	15%	15%	19%	22%	18%
Video call	30%	18%	26%	25%	30%	32%
Telehealth unspecified ^a	0%	<1%	<1%	<1%	<1%	<1%
In person*	50%	67%	58%	55%	48%	50%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 14. Reasons for telehealth preference by race/ethnicity

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Asian or Pacific Islander (N=43)	Black immigrants (N=21)	U.S.-born Black (N=85)	Hispanic (N=43)	Native American (N=35)	White (N=437)
No travel time	85%	78%	75%	77%	74%	79%
No need to find child care or elder care*	41%	57%	40%	29%	36%	32%
No need to take time off from work*	53%	75%	51%	41%	38%	46%
No need to pay for gas, parking fees, and other travel costs*	75%	82%	61%	62%	67%	72%
Easier to schedule*	84%	80%	65%	65%	64%	66%
Shorter wait times for appointments*	73%	69%	52%	56%	56%	55%
Other	6%	3%	4%	7%	10%	11%

Figure 15. Reasons for in-person preference by race/ethnicity

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Asian or Pacific Islander (N=45)	Black immigrants (N=44)	U.S.-born Black (N=119)	Hispanic (N=53)	Native American (N=31)	White (N=428)
My provider and I would be able to hear and see each other better*	84%	85%	64%	64%	69%	65%
I would feel more comfortable talking openly with my provider*	69%	37%	60%	55%	54%	52%
My provider can explain things better to me in person*	72%	40%	58%	48%	57%	49%
There would be fewer distractions during the appointment*	55%	44%	40%	46%	44%	55%
I am not comfortable using the technology needed for a telehealth appointment	25%	11%	14%	16%	15%	20%
My provider needs to assess my health concern in person*	53%	30%	50%	36%	39%	46%
Other	4%	1%	6%	11%	10%	7%

Figure 16. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by race/ethnicity

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Asian or Pacific Islander (N=66)	Black immigrants (N=59)	U.S.-born Black (N=159)	Hispanic (N=78)	Native American (N=50)	White (N=690)
Yes*	75%	40%	63%	76%	70%	65%
No*	25%	60%	38%	24%	30%	35%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Asian or Pacific Islander (N=43)	Black immigrants (N=23)	U.S.-born Black (N=97)	Hispanic (N=56)	Native American (N=34)	White (N=432)
Mental health treatment*	40%	15%	35%	46%	59%	59%
Treatment for a substance use disorder	5%	6%	4%	9%	16%	8%
Prenatal care for my pregnancy	10%	7%	5%	8%	10%	3%
A preventative visit with a doctor*	26%	40%	31%	29%	27%	23%
A visit with a doctor for an injury or illness*	47%	14%	32%	35%	33%	35%
A visit with a specialist who focuses on treating certain conditions or parts of the body	28%	29%	25%	38%	32%	26%
Other services that support my health	25%	18%	27%	15%	21%	17%
Medication or medical equipment*	24%	11%	21%	16%	26%	28%
Other*	7%	31%	4%	<1%	1%	1%

Note. Percentages may not add to 100% due to rounding.

Figure 17. Delivery format preference among all enrollees by race/ethnicity

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Asian or Pacific Islander (N=229)	Black immigrants (N=186)	U.S.-born Black (N=439)	Hispanic (N=218)	Native American (N=155)	White (N=1,694)
Phone call only	20%	14%	20%	20%	17%	16%
Video call only	13%	6%	7%	10%	6%	10%
Either phone or video	45%	41%	45%	45%	51%	46%
Neither video nor phone*	22%	39%	28%	24%	27%	28%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

Race and ethnicity among individuals who received behavioral telehealth services in the past 12 months

Figure 18. Telehealth utilization among enrollees who received behavioral telehealth services by race/ethnicity

Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)	Asian or Pacific Islander (N=20)	Black immigrants (N=6) ^a	U.S.-born Black (N=55)	Hispanic (N=32)	Native American (N=27)	White (N=374)
Phone call for a mental health or substance use concern*	53%	52%	46%	40%	54%	55%
Video call for a mental health or substance use concern*	69%	61%	71%	90%	62%	83%
Phone call for a physical concern*	40%	42%	31%	18%	34%	30%
Video call for a physical concern*	55%	26%	35%	32%	32%	36%

^a Unweighted N>20.

Figure 19. Delivery format choice among enrollees who received behavioral telehealth services by race/ethnicity

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Asian or Pacific Islander (N=20)	Black immigrants (N=6) ^a	U.S.-born Black (N=55)	Hispanic (N=32)	Native American (N=27)	White (N=371)
Yes*	80%	61%	76%	69%	80%	61%
No*	20%	39%	24%	31%	20%	39%

^a Unweighted N>20.

Figure 20. Perceptions of care regarding telehealth visit among enrollees who received behavioral telehealth services by race/ethnicity

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Asian or Pacific Islander (N=18-19)	Black immigrants (N=4-6) ^a	U.S.-born Black (N=49-53)	Hispanic (N=30-31)	Native American (N=24-25)	White (N=349-358)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...						
Via telehealth*	16%	18%	12%	20%	27%	11%
In person*	22%	50%	31%	28%	30%	33%
No difference*	62%	32%	57%	52%	43%	56%
My provider would have listened more carefully to me if we had met...						
Via telehealth	4%	16%	7%	4%	9%	6%
In person*	30%	43%	32%	18%	32%	24%
No difference*	67%	41%	60%	78%	60%	70%
I would have more trust that my provider is doing what is best for me if we had met...						
Via telehealth	12%	17%	6%	5%	7%	10%
In person*	22%	43%	34%	18%	30%	28%
No difference*	66%	40%	60%	77%	62%	63%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Asian or Pacific Islander (N=18-19)	Black immigrants (N=4-6) ^a	U.S.-born Black (N=49-53)	Hispanic (N=30-31)	Native American (N=24-25)	White (N=349-358)
I would have had more say over decisions that affect my health if we had met...						
Via telehealth	4%	17%	8%	6%	17%	7%
In person*	24%	44%	33%	23%	23%	22%
No difference*	71%	39%	59%	71%	60%	71%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...						
Via telehealth	5%	18%	10%	7%	19%	7%
In person*	30%	46%	32%	20%	24%	29%
No difference*	66%	36%	58%	74%	57%	65%
I would have received better care if we had met...						
Via telehealth	10%	11%	6%	4%	13%	5%
In person*	27%	48%	43%	19%	26%	28%
No difference*	63%	41%	51%	77%	62%	68%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Asian or Pacific Islander (N=18-19)	Black immigrants (N=4-6) ^a	U.S.-born Black (N=49-53)	Hispanic (N=30-31)	Native American (N=24-25)	White (N=349-358)
It would have been easier for me to get this health care if we had met...						
Via telehealth*	19%	28%	16%	24%	22%	34%
In person	25%	27%	24%	21%	26%	18%
No difference*	57%	45%	60%	55%	53%	49%
Transportation would have been easier if we had met...						
Via telehealth	54%	52%	44%	42%	41%	54%
In person*	13%	25%	17%	7%	16%	7%
No difference*	32%	23%	39%	51%	43%	39%
The wait time to get an appointment would have been shorter if we had met...						
Via telehealth*	33%	22%	39%	21%	33%	32%
In person*	14%	45%	17%	9%	13%	7%
No difference*	53%	33%	44%	70%	54%	62%

Note. Percentages may not add to 100% due to rounding.

Figure 21. Delivery format preference among enrollees who received behavioral telehealth services in the past year by race/ethnicity

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Asian or Pacific Islander (N=19) ^b	Black immigrants (N=5) ^b	U.S.-born Black (N=51)	Hispanic (N=32)	Native American (N=24)	White (N=371)
Telephone call	26%	17%	16%	14%	16%	14%
Video call *	38%	51%	34%	42%	46%	41%
Telehealth unspecified ^a	0%	0%	0%	0%	<1%	0%
In person*	36%	32%	50%	44%	38%	45%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

^b Unweighted N>20.

Figure 22. Reasons for telehealth preference among enrollees who received behavioral telehealth services by race/ethnicity

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Asian or Pacific Islander (N=12)	Black immigrants (N=3) ^a	U.S.-born Black (N=26)	Hispanic (N=18) ^a	Native American (N=15) ^a	White (N=204)
No travel time*	81%	66%	79%	89%	74%	88%
No need to find child care or elder care*	28%	12%	35%	30%	29%	29%
No need to take time off from work*	53%	58%	40%	67%	34%	43%
No need to pay for gas, parking fees, and other travel costs*	76%	72%	58%	87%	64%	82%
Easier to schedule*	86%	78%	71%	74%	67%	69%
Shorter wait times for appointments*	66%	42%	54%	61%	46%	55%
Other	16%	11%	3%	8%	4%	16%

^a Unweighted N>20.

Figure 23. Reasons for in-person preference among enrollees who received behavioral health services by race/ethnicity

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Asian or Pacific Islander (N=7) ^a	Black immigrants (N=2) ^b	U.S.-born Black (N=25)	Hispanic (N=14) ^a	Native American (N=9) ^a	White (N=167)
My provider and I would be able to hear and see each other better*	66%	^b	89%	59%	76%	75%
I would feel more comfortable talking openly with my provider	57%	^b	63%	62%	60%	65%
My provider can explain things better to me in person*	53%	^b	67%	28%	55%	52%
There would be fewer distractions during the appointment*	73%	^b	43%	54%	53%	77%
I am not comfortable using the technology needed for a telehealth appointment*	30%	^b	3%	24%	22%	19%
My provider needs to assess my health concern in person*	63%	^b	50%	17%	21%	25%
Other*	14%	^b	2%	22%	9%	11%

^a Unweighted N>20.

^b Data suppressed (unweighted N<20).

Figure 24. Ability to access care because of telehealth among enrollees who received behavioral health services by race/ethnicity

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Asian or Pacific Islander (N=15) ^a	Black immigrants (N=4) ^a	U.S.-born Black (N=46)	Hispanic (N=27)	Native American (N=20)	White (N=282)
Yes*	81%	73%	67%	81%	90%	81%
No*	19%	27%	33%	19%	10%	19%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Asian or Pacific Islander (N=11) ^a	Black immigrants (N=3) ^a	U.S.-born Black (N=30)	Hispanic (N=19) ^a	Native American (N=17) ^a	White (N=225)
Mental health treatment*	85%	70%	81%	91%	82%	84%
Treatment for a substance use disorder*	14%	14%	2%	14%	27%	7%
Prenatal care for my pregnancy	15%	5%	14%	5%	9%	<1%
A preventative visit with a doctor*	29%	31%	24%	12%	18%	15%
A visit with a doctor for an injury or illness*	37%	19%	15%	21%	22%	21%
A visit with a specialist who focuses on treating certain conditions or parts of the body*	26%	29%	14%	9%	24%	16%
Other services that support my health*	27%	5%	26%	13%	21%	8%
Medication or medical equipment*	24%	21%	25%	9%	17%	21%
Other	2%	0%	1%	0%	0%	1%

^a Unweighted N>20.

Figure 25. Delivery format preference among all enrollees who received behavioral telehealth services by race/ethnicity

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Asian or Pacific Islander (N=19) ^a	Black immigrants (N=6) ^a	U.S.-born Black (N=55)	Hispanic (N=32)	Native American (N=26)	White (N=373)
Phone call only*	14%	38%	14%	9%	15%	11%
Video call only	22%	18%	21%	17%	17%	21%
Either phone or video*	53%	38%	61%	61%	63%	59%
Neither video nor phone	11%	6%	4%	14%	5%	10%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

^a Unweighted N>20.

Geography

Figure 26. Telehealth utilization by geography

Have you ever received health care through a phone call or video call?	Entirely rural (N=482-505)	Entirely urban (N=1,764-1,798)	Urban and rural mix (N=582-597)
Yes	54%	66%	56%
No	46%	34%	44%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)			
Phone call for a mental health or substance use concern	13%	18%	20%
Video call for a mental health or substance use concern	22%	25%	21%
Phone call for a physical concern	16%	25%	21%
Video call for a physical concern*	11%	26%	22%
Have not received health care by phone or video in the past 12 months	57%	44%	55%

Note. Percentages may not add to 100% due to rounding.

Figure 27. Delivery format choice by geography

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Entirely rural (N=224)	Entirely urban (N=1,004)	Urban and rural mix (N=261)
Yes	70%	70%	64%
No	30%	30%	36%

Note. Percentages may not add to 100% due to rounding.

Figure 28. Perceptions of care regarding telehealth visit by geography

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Entirely rural (N=199-209)	Entirely urban (N=941-969)	Urban and rural mix (N=256-262)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...			
Via telehealth	8%	10%	12%
In person	32%	35%	31%
No difference	59%	55%	57%
My provider would have listened more carefully to me if we had met...			
Via telehealth	6%	5%	8%
In person	26%	33%	34%
No difference	68%	62%	59%
I would have more trust that my provider is doing what is best for me if we had met...			
Via telehealth	10%	6%	9%
In person	21%	34%	31%
No difference	68%	60%	60%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Entirely rural (N=199-209)	Entirely urban (N=941-969)	Urban and rural mix (N=256-262)
I would have had more say over decisions that affect my health if we had met...			
Via telehealth	7%	5%	8%
In person	24%	34%	23%
No difference	69%	60%	69%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...			
Via telehealth	6%	7%	8%
In person	27%	37%	34%
No difference	67%	56%	58%
I would have received better care if we had met...			
Via telehealth	6%	4%	7%
In person	26%	37%	34%
No difference	69%	59%	59%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Entirely rural (N=199-209)	Entirely urban (N=941-969)	Urban and rural mix (N=256-262)
It would have been easier for me to get this health care if we had met...			
Via telehealth*	29%	18%	14%
In person	17%	31%	26%
No difference	55%	51%	61%
Transportation would have been easier if we had met...			
Via telehealth	36%	35%	38%
In person	12%	18%	11%
No difference	52%	47%	50%
The wait time to get an appointment would have been shorter if we had met...			
Via telehealth	19%	28%	28%
In person	11%	21%	12%
No difference*	71%	52%	61%

Note. Percentages may not add to 100% due to rounding.

Figure 29. Delivery format preference among enrollees who received telehealth services in the past year by geography

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Entirely rural (N=211)	Entirely urban (N=930)	Urban and rural mix (N=251)
Telephone call	15%	18%	18%
Video call	25%	32%	29%
Telehealth unspecified ^a	0%	<1%	2%
In person	60%	50%	52%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 30. Reasons for telehealth preference by geography

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Entirely rural (N=85)	Entirely urban (N=458)	Urban and rural mix (N=121)
No travel time	87%	77%	77%
No need to find child care or elder care	33%	36%	29%
No need to take time off from work	45%	50%	39%
No need to pay for gas, parking fees, and other travel costs	73%	71%	66%
Easier to schedule	63%	69%	63%
Shorter wait times for appointments	50%	59%	51%
Other	20%	7%	10%

Figure 31. Reasons for in-person preference by geography

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Entirely rural (N=124)	Entirely urban (N=466)	Urban and rural mix (N=130)
My provider and I would be able to hear and see each other better	67%	66%	73%
I would feel more comfortable talking openly with my provider*	42%	55%	61%
My provider can explain things better to me in person	44%	52%	58%
There would be fewer distractions during the appointment*	55%	46%	63%
I am not comfortable using the technology needed for a telehealth appointment	18%	18%	16%
My provider needs to assess my health concern in person	45%	46%	41%
Other	9%	6%	7%

Figure 32. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by geography

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Entirely rural (N=156)	Entirely urban (N=766)	Urban and rural mix (N=180)
Yes	64%	65%	65%
No	36%	35%	35%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Entirely rural (N=98)	Entirely urban (N=472)	Urban and rural mix (N=114)
Mental health treatment*	75%	46%	60%
Treatment for a substance use disorder	4%	7%	13%
Prenatal care for my pregnancy	1%	5%	5%
A preventative visit with a doctor*	13%	26%	34%
A visit with a doctor for an injury or illness	24%	37%	32%
A visit with a specialist who focuses on treating certain conditions or parts of the body	23%	30%	22%
Other services that support my health	17%	21%	16%
Medication or medical equipment	20%	28%	20%
Other	<1%	4%	2%

Figure 33. Delivery format preference among all enrollees by geography

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Entirely rural (N=510)	Entirely urban (N=1,793)	Urban and rural mix (N=619)
Phone call only	18%	14%	23%
Video call only	9%	10%	7%
Either phone or video	47%	48%	39%
Neither video nor phone	26%	27%	31%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

MA eligibility type

Figure 34. Telehealth utilization by MA eligibility type

Have you ever received health care through a phone call or video call?	Adults (N=1,184-1,190)	Disability or blindness (N=429-440)	Parents and children (N=1,214-1,269)
Yes*	56%	72%	64%
No*	44%	29%	36%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)			
Phone call for a mental health or substance use concern*	15%	31%	15%
Video call for a mental health or substance use concern	22%	31%	23%
Phone call for a physical concern*	20%	37%	20%
Video call for a physical concern	22%	25%	22%
Have not received health care by phone or video in the past 12 months*	53%	30%	51%

Note. Percentages may not add to 100% due to rounding.

Figure 35. Delivery format choice by MA eligibility type

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Adults (N=556)	Disability or blindness (N=287)	Parents and children (N=647)
Yes	71%	62%	71%
No	29%	38%	30%

Note. Percentages may not add to 100% due to rounding.

Figure 36. Perceptions of care regarding telehealth visit by MA eligibility type

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Adults (N=537-547)	Disability or blindness (N=276-286)	Parents and children (N=590-609)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...			
Via telehealth	10%	11%	10%
In person	34%	35%	34%
No difference	56%	55%	57%
My provider would have listened more carefully to me if we had met...			
Via telehealth	5%	6%	6%
In person	32%	36%	30%
No difference	63%	58%	64%
I would have more trust that my provider is doing what is best for me if we had met...			
Via telehealth	8%	6%	6%
In person	32%	37%	29%
No difference	60%	57%	65%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Adults (N=537-547)	Disability or blindness (N=276-286)	Parents and children (N=590-609)
I would have had more say over decisions that affect my health if we had met...			
Via telehealth	5%	7%	7%
In person	34%	34%	27%
No difference	61%	60%	66%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...			
Via telehealth	7%	6%	7%
In person	34%	40%	34%
No difference	59%	54%	59%
I would have received better care if we had met...			
Via telehealth	4%	4%	6%
In person	35%	39%	32%
No difference	61%	57%	62%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Adults (N=537-547)	Disability or blindness (N=276-286)	Parents and children (N=590-609)
It would have been easier for me to get this health care if we had met...			
Via telehealth	20%	18%	18%
In person	25%	34%	29%
No difference	55%	48%	54%
Transportation would have been easier if we had met...			
Via telehealth	38%	42%	31%
In person	18%	19%	13%
No difference*	44%	39%	56%
The wait time to get an appointment would have been shorter if we had met...			
Via telehealth	27%	28%	25%
In person	18%	20%	16%
No difference	55%	53%	59%

Note. Percentages may not add to 100% due to rounding.

Figure 37. Delivery format preference among enrollees who received telehealth services in the past year by MA eligibility type

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Adults (N=526)	Disability or blindness (N=265)	Parents and children (N=600)
Telephone call	14%	20%	19%
Video call	35%	26%	28%
Telehealth unspecified ^a	<1%	1%	<1%
In person	50%	53%	53%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 38. Reasons for telehealth preference by MA eligibility type

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Adults (N=261)	Disability or blindness (N=122)	Parents and children (N=280)
No travel time	73%	79%	82%
No need to find child care or elder care*	14%	12%	62%
No need to take time off from work*	43%	26%	60%
No need to pay for gas, parking fees, and other travel costs	69%	64%	75%
Easier to schedule	61%	65%	74%
Shorter wait times for appointments	49%	61%	61%
Other	8%	14%	9%

Figure 39. Reasons for in-person preference by MA eligibility type

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Adults (N=262)	Disability or blindness (N=140)	Parents and children (N=316)
My provider and I would be able to hear and see each other better*	61%	76%	69%
I would feel more comfortable talking openly with my provider*	53%	64%	49%
My provider can explain things better to me in person*	45%	60%	53%
There would be fewer distractions during the appointment	47%	48%	55%
I am not comfortable using the technology needed for a telehealth appointment*	15%	37%	12%
My provider needs to assess my health concern in person	44%	51%	44%
Other	4%	5%	9%

Figure 40. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by MA eligibility type

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Adults (N=419)	Disability or blindness (N=233)	Parents and children (N=449)
Yes	69%	55%	66%
No	31%	45%	34%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Adults (N=275)	Disability or blindness (N=125)	Parents and children (N=284)
Mental health treatment	50%	56%	53%
Treatment for a substance use disorder	9%	6%	6%
Prenatal care for my pregnancy	4%	2%	6%
A preventative visit with a doctor	22%	29%	27%
A visit with a doctor for an injury or illness	33%	37%	35%
A visit with a specialist who focuses on treating certain conditions or parts of the body	24%	35%	28%
Other services that support my health	21%	23%	16%
Medication or medical equipment	24%	36%	22%
Other	2%	6%	3%

Figure 41. Delivery format preference among all enrollees by MA eligibility type

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Adults (N=1,205)	Disability or blindness (N=440)	Parents and children (N=1,277)
Phone call only	17%	24%	14%
Video call only	10%	9%	10%
Either phone or video	45%	42%	48%
Neither video nor phone	29%	26%	28%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

Age

Figure 42. Telehealth utilization by age

Have you ever received health care through a phone call or video call?	18-34 (N=1,175-1,220)	35-49 (N=878-890)	50-64 (N=774-789)
Yes*	62%	70%	53%
No*	38%	30%	47%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)			
Phone call for a mental health or substance use concern	17%	17%	20%
Video call for a mental health or substance use concern	25%	28%	18%
Phone call for a physical concern	18%	24%	28%
Video call for a physical concern	21%	28%	19%
Have not received health care by phone or video in the past 12 months	51%	44%	51%

Figure 43. Delivery format choice by age

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	18-34 (N=605)	35-49 (N=504)	50-64 (N=381)
Yes	68%	71%	68%
No	32%	29%	32%

Figure 44. Perceptions of care regarding telehealth visit by age

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	18-34 (N=552-580)	35-49 (N=468-476)	50-64 (N=375-386)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...			
Via telehealth	13%	9%	7%
In person	35%	28%	42%
No difference	53%	64%	51%
My provider would have listened more carefully to me if we had met...			
Via telehealth	7%	5%	4%
In person*	32%	23%	43%
No difference*	61%	72%	53%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	18-34 (N=552-580)	35-49 (N=468-476)	50-64 (N=375-386)
I would have more trust that my provider is doing what is best for me if we had met...			
Via telehealth	7%	7%	6%
In person	35%	24%	38%
No difference	59%	68%	56%
I would have had more say over decisions that affect my health if we had met...			
Via telehealth	7%	5%	6%
In person	30%	25%	38%
No difference	62%	70%	57%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...			
Via telehealth	8%	7%	4%
In person*	35%	27%	46%
No difference*	57%	66%	50%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	18-34 (N=552-580)	35-49 (N=468-476)	50-64 (N=375-386)
I would have received better care if we had met...			
Via telehealth	6%	5%	3%
In person*	36%	26%	43%
No difference	57%	69%	55%
It would have been easier for me to get this health care if we had met...			
Via telehealth	24%	16%	13%
In person*	25%	23%	39%
No difference	51%	61%	47%
Transportation would have been easier if we had met...			
Via telehealth	39%	38%	29%
In person*	16%	8%	25%
No difference	45%	54%	46%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	18-34 (N=552-580)	35-49 (N=468-476)	50-64 (N=375-386)
The wait time to get an appointment would have been shorter if we had met...			
Via telehealth*	36%	22%	17%
In person*	17%	11%	26%
No difference*	47%	67%	58%

Note. Percentages may not add to 100% due to rounding.

Figure 45. Delivery format preference among enrollees who received telehealth services in the past year by age

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	18-34 (N=600)	35-49 (N=478)	50-64 (N=313)
Telephone call	16%	16%	22%
Video call	28%	31%	32%
Telehealth unspecified ^a	<1%	<1%	<1%
In person	55%	52%	46%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 46. Reasons for telehealth preference by age

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	18-34 (N=267)	35-49 (N=230)	50-64 (N=166)
No travel time*	78%	85%	70%
No need to find child care or elder care*	41%	37%	20%
No need to take time off from work*	49%	57%	30%
No need to pay for gas, parking fees, and other travel costs*	71%	77%	61%
Easier to schedule	70%	68%	62%
Shorter wait times for appointments	55%	61%	53%
Other	7%	10%	13%

Figure 47. Reasons for in-person preference by age

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	18-34 (N=330)	35-49 (N=247)	50-64 (N=143)
My provider and I would be able to hear and see each other better	70%	63%	69%
I would feel more comfortable talking openly with my provider*	58%	41%	65%
My provider can explain things better to me in person*	52%	44%	62%
There would be fewer distractions during the appointment	52%	54%	43%
I am not comfortable using the technology needed for a telehealth appointment*	14%	15%	33%
My provider needs to assess my health concern in person	42%	45%	53%
Other	10%	4%	3%

Figure 48. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by age

Has telehealth made it possible for you to get health care that otherwise you would not have received?	18-34 (N=444)	35-49 (N=350)	50-64 (N=307)
Yes*	73%	63%	55%
No*	27%	37%	45%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	18-34 (N=311)	35-49 (N=215)	50-64 (N=159)
Mental health treatment	52%	53%	51%
Treatment for a substance use disorder	9%	5%	6%
Prenatal care for my pregnancy	6%	2%	6%
A preventative visit with a doctor	23%	27%	29%
A visit with a doctor for an injury or illness	37%	27%	39%
A visit with a specialist who focuses on treating certain conditions or parts of the body	25%	24%	37%
Other services that support my health	19%	19%	21%
Medication or medical equipment*	23%	20%	38%
Other	2%	1%	8%

Figure 49. Delivery format preference among all enrollees by age

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	18-34 (N=1,208)	35-49 (N=913)	50-64 (N=800)
Phone call only	14%	15%	24%
Video call only	10%	12%	5%
Either phone or video	47%	50%	39%
Neither video nor phone	29%	23%	32%

Note. This question was asked of all enrollees regardless of previous telehealth utilization.

Sex

Figure 50. Telehealth utilization by sex

Have you ever received health care through a phone call or video call?	Female (N=1,876-1,912)	Male (N=952-987)
Yes	66%	54%
No	34%	46%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)		
Phone call for a mental health or substance use concern	19%	16%
Video call for a mental health or substance use concern	27%	18%
Phone call for a physical concern	25%	18%
Video call for a physical concern	25%	18%
Have not received health care by phone or video in the past 12 months	44%	57%

Figure 51. Delivery format choice by sex

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Female (N=1,062)	Male (N=428)
Yes	70%	66%
No	30%	34%

Figure 52. Perceptions of care regarding telehealth visit by sex

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Female (N=990-1,017)	Male (N=417-426)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...		
Via telehealth	10%	11%
In person	34%	35%
No difference	56%	55%
My provider would have listened more carefully to me if we had met...		
Via telehealth	6%	5%
In person	30%	36%
No difference	64%	59%
I would have more trust that my provider is doing what is best for me if we had met...		
Via telehealth	7%	7%
In person	31%	34%
No difference	62%	60%
I would have had more say over decisions that affect my health if we had met...		
Via telehealth	7%	4%
In person	30%	33%
No difference	63%	63%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Female (N=990-1,017)	Male (N=417-426)
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...		
Via telehealth	7%	5%
In person	33%	40%
No difference	59%	55%
I would have received better care if we had met...		
Via telehealth	6%	3%
In person	34%	37%
No difference	61%	60%
It would have been easier for me to get this health care if we had met...		
Via telehealth	19%	19%
In person	28%	29%
No difference	54%	52%
Transportation would have been easier if we had met...		
Via telehealth	36%	36%
In person	15%	18%
No difference	49%	46%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Female (N=990-1,017)	Male (N=417-426)
The wait time to get an appointment would have been shorter if we had met...		
Via telehealth	25%	29%
In person	17%	19%
No difference	58%	53%

Note. Percentages may not add to 100% due to rounding.

Figure 53. Delivery format preference among enrollees who received telehealth services in the past year by sex

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Female (N=998)	Male (N=393)
Telephone call	17%	20%
Video call	30%	31%
Telehealth unspecified ^a	<1%	<1%
In person	53%	49%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 54. Reasons for telehealth preference by sex

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Female (N=462)	Male (N=201)
No travel time	77%	80%
No need to find child care or elder care	36%	29%
No need to take time off from work	48%	46%
No need to pay for gas, parking fees, and other travel costs	70%	72%
Easier to schedule	67%	69%
Shorter wait times for appointments	58%	54%
Other	10%	8%

Figure 55. Reasons for in-person preference by sex

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Female (N=529)	Male (N=190)
My provider and I would be able to hear and see each other better	70%	60%
I would feel more comfortable talking openly with my provider	55%	50%
My provider can explain things better to me in person	52%	49%
There would be fewer distractions during the appointment*	55%	39%
I am not comfortable using the technology needed for a telehealth appointment	18%	18%
My provider needs to assess my health concern in person	42%	53%
Other	7%	5%

Figure 56. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by sex

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Female (N=775)	Male (N=327)
Yes	67%	59%
No	33%	41%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Female (N=496)	Male (N=188)
Mental health treatment	53%	51%
Treatment for a substance use disorder	5%	14%
Prenatal care for my pregnancy	4%	6%
A preventative visit with a doctor	27%	21%
A visit with a doctor for an injury or illness	33%	38%
A visit with a specialist who focuses on treating certain conditions or parts of the body	27%	30%
Other services that support my health	20%	18%
Medication or medical equipment	27%	22%
Other	3%	3%

Figure 57. Delivery format preference among all enrollees by sex

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Female (N=1,930)	Male (N=991)
Phone call only	16%	19%
Video call only	9%	11%
Either phone or video	47%	44%
Neither video nor phone	29%	26%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

Treatment plan

Figure 58. Telehealth utilization by enrollees with and without a treatment plan

Have you ever received health care through a phone call or video call?	Has a treatment plan (N=1,588-1,623)	Does not have a treatment plan (N=1,228-1,252)
Yes*	72%	48%
No*	28%	52%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)		
Phone call for a mental health or substance use concern*	26%	7%
Video call for a mental health or substance use concern*	34%	11%
Phone call for a physical concern	29%	15%
Video call for a physical concern	29%	15%
Have not received health care by phone or video in the past 12 months*	36%	65%

Figure 59. Delivery format choice by enrollees with and without a treatment plan

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Has a treatment plan (N=1,030)	Does not have a treatment plan (N=453)
Yes	71%	65%
No	29%	35%

Figure 60. Perceptions of care regarding telehealth visit by enrollees with and without a treatment plan

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Has a treatment plan (N=974-1,001)	Does not have a treatment plan (N=420-436)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...		
Via telehealth	9%	11%
In person	33%	38%
No difference	58%	51%
My provider would have listened more carefully to me if we had met...		
Via telehealth	4%	9%
In person	30%	36%
No difference	66%	55%
I would have more trust that my provider is doing what is best for me if we had met...		
Via telehealth	6%	8%
In person	29%	39%
No difference	65%	53%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Has a treatment plan (N=974-1,001)	Does not have a treatment plan (N=420-436)
I would have had more say over decisions that affect my health if we had met...		
Via telehealth	6%	8%
In person*	26%	41%
No difference*	68%	51%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...		
Via telehealth	6%	9%
In person	32%	42%
No difference	62%	49%
I would have received better care if we had met...		
Via telehealth	4%	7%
In person	31%	43%
No difference*	65%	50%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Has a treatment plan (N=974-1,001)	Does not have a treatment plan (N=420-436)
It would have been easier for me to get this health care if we had met...		
Via telehealth	21%	13%
In person	24%	38%
No difference	55%	49%
Transportation would have been easier if we had met...		
Via telehealth*	41%	24%
In person	13%	24%
No difference	46%	52%
The wait time to get an appointment would have been shorter if we had met...		
Via telehealth	28%	22%
In person	13%	27%
No difference	59%	51%

Figure 61. Delivery format preference among enrollees who received telehealth services in the past year by enrollees with and without a treatment plan

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Has a treatment plan (N=985)	Does not have a treatment plan (N=402)
Telephone call	18%	16%
Video call	33%	23%
Telehealth unspecified ^a	<1%	0%
In person	48%	61%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 62. Reasons for telehealth preference by enrollees with and without a treatment plan

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Has a treatment plan (N=505)	Does not have a treatment plan (N=155)
No travel time	78%	79%
No need to find child care or elder care	33%	40%
No need to take time off from work*	43%	60%
No need to pay for gas, parking fees, and other travel costs	73%	61%
Easier to schedule	69%	61%
Shorter wait times for appointments	57%	55%
Other	12%	1%

Figure 63. Reasons for in-person preference by enrollees with and without a treatment plan

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Has a treatment plan (N=473)	Does not have a treatment plan (N=245)
My provider and I would be able to hear and see each other better	68%	65%
I would feel more comfortable talking openly with my provider*	60%	42%
My provider can explain things better to me in person	55%	45%
There would be fewer distractions during the appointment	55%	43%
I am not comfortable using the technology needed for a telehealth appointment	21%	12%
My provider needs to assess my health concern in person	45%	45%
Other	5%	10%

Figure 64. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by enrollees with and without a treatment plan

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Has a treatment plan (N=786)	Does not have a treatment plan (N=314)
Yes	69%	55%
No	31%	45%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Has a treatment plan (N=517)	Does not have a treatment plan (N=165)
Mental health treatment*	62%	22%
Treatment for a substance use disorder	8%	5%
Prenatal care for my pregnancy	5%	4%
A preventative visit with a doctor	24%	32%
A visit with a doctor for an injury or illness	34%	37%
A visit with a specialist who focuses on treating certain conditions or parts of the body	30%	21%
Other services that support my health	19%	22%
Medication or medical equipment*	29%	14%
Other	2%	8%

Figure 65. Delivery format preference among all enrollees by enrollees with and without a treatment plan

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Has a treatment plan (N=1,635)	Does not have a treatment plan (N=1,273)
Phone call only	17%	17%
Video call only	10%	9%
Either phone or video	51%	39%
Neither video nor phone	22%	35%

Note. This question was asked of all enrollees regardless of previous telehealth utilization.

Interpreter access

Figure 66. Telehealth utilization by need for interpreter access

Have you ever received health care through a phone call or video call?	Needs interpreter access (N=219-239)	Does not need interpreter access (N=2,560-2,616)
Yes	57%	62%
No	43%	38%
Which of the following types of health care visits have you had in the past 12 months? (Select all that apply)		
Phone call for a mental health or substance use concern	15%	18%
Video call for a mental health or substance use concern	17%	25%
Phone call for a physical concern	25%	22%
Video call for a physical concern	10%	24%
Have not received health care by phone or video in the past 12 months	56%	48%

Figure 67. Delivery format choice by need for interpreter access

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Needs interpreter access (N=108)	Does not need interpreter access (N=1,351)
Yes	59%	70%
No	41%	30%

Figure 68. Perceptions of care regarding telehealth visit by need for interpreter access

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Needs interpreter access (N=100-104)	Does not need interpreter access (N=1,273-1,300)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...		
Via telehealth	9%	10%
In person*	66%	31%
No difference*	25%	59%
My provider would have listened more carefully to me if we had met...		
Via telehealth	10%	6%
In person*	69%	29%
No difference*	22%	66%
I would have more trust that my provider is doing what is best for me if we had met...		
Via telehealth	12%	6%
In person*	64%	29%
No difference*	24%	65%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Needs interpreter access (N=100-104)	Does not need interpreter access (N=1,273-1,300)
I would have had more say over decisions that affect my health if we had met...		
Via telehealth	13%	6%
In person*	62%	27%
No difference*	26%	67%
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...		
Via telehealth	17%	6%
In person*	63%	32%
No difference*	20%	62%
I would have received better care if we had met...		
Via telehealth	16%	4%
In person*	64%	32%
No difference*	20%	64%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Needs interpreter access (N=100-104)	Does not need interpreter access (N=1,273-1,300)
It would have been easier for me to get this health care if we had met...		
Via telehealth	7%	20%
In person*	65%	25%
No difference*	28%	56%
Transportation would have been easier if we had met...		
Via telehealth*	16%	38%
In person*	49%	12%
No difference*	35%	50%
The wait time to get an appointment would have been shorter if we had met...		
Via telehealth*	13%	28%
In person*	54%	13%
No difference*	33%	59%

Note. Percentages may not add to 100% due to rounding.

Figure 69. Delivery format preference among enrollees who received telehealth services in the past year by need for interpreter access

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Needs interpreter access (N=82)	Does not need interpreter access (N=1,298)
Telephone call	19%	17%
Video call*	12%	31%
Telehealth unspecified ^a	0%	<1%
In person*	69%	51%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 70. Reasons for telehealth preference by need for interpreter access

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Needs interpreter access (N=25)	Does not need interpreter access (N=633)
No travel time*	62%	79%
No need to find child care or elder care	23%	35%
No need to take time off from work*	31%	48%
No need to pay for gas, parking fees, and other travel costs*	37%	72%
Easier to schedule	67%	67%
Shorter wait times for appointments	53%	57%
Other	6%	10%

Figure 71. Reasons for in-person preference by need for interpreter

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Needs interpreter access (N=57)	Does not need interpreter access (N=659)
My provider and I would be able to hear and see each other better	74%	66%
I would feel more comfortable talking openly with my provider*	39%	55%
My provider can explain things better to me in person	49%	51%
There would be fewer distractions during the appointment*	35%	52%
I am not comfortable using the technology needed for a telehealth appointment	24%	17%
My provider needs to assess my health concern in person*	28%	46%
Other	10%	6%

Figure 72. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by need for interpreter

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Needs interpreter access (N=64)	Needs interpreter access (N=1,010)
Yes	69%	65%
No	31%	35%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Needs interpreter access (N=43)	Needs interpreter access (N=630)
Mental health treatment	47%	53%
Treatment for a substance use disorder	16%	7%
Prenatal care for my pregnancy	16%	4%
A preventative visit with a doctor*	42%	25%
A visit with a doctor for an injury or illness	25%	35%
A visit with a specialist who focuses on treating certain conditions or parts of the body	28%	28%
Other services that support my health	19%	20%
Medication or medical equipment*	12%	27%
Other	3%	2%

Figure 73. Delivery format preference among all enrollees by need for interpreter

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Needs interpreter access (N=245)	Does not need interpreter access (N=2,630)
Phone call only	23%	16%
Video call only	8%	10%
Either phone or video*	27%	48%
Neither video nor phone*	42%	27%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

Behavioral health and physical telehealth services

Figure 74. Delivery format choice by type of care

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Behavioral telehealth services (N=511)	Physical telehealth services (N=864)
Yes	65%	71%
No	35%	29%

Figure 75. Perceptions of care regarding telehealth visit by type of care

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Behavioral telehealth services (N=474-486)	Physical telehealth services (N=823-844)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...		
Via telehealth	13%	8%
In person	32%	34%
No difference	55%	58%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Behavioral telehealth services (N=474-486)	Physical telehealth services (N=823-844)
My provider would have listened more carefully to me if we had met...		
Via telehealth	6%	5%
In person	25%	34%
No difference	69%	61%
I would have more trust that my provider is doing what is best for me if we had met...		
Via telehealth	9%	5%
In person	28%	33%
No difference	63%	63%
I would have had more say over decisions that affect my health if we had met...		
Via telehealth	8%	4%
In person	24%	33%
No difference	69%	63%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Behavioral telehealth services (N=474-486)	Physical telehealth services (N=823-844)
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...		
Via telehealth	8%	6%
In person	28%	37%
No difference	64%	58%
I would have received better care if we had met...		
Via telehealth	5%	4%
In person	29%	36%
No difference	66%	60%
It would have been easier for me to get this health care if we had met...		
Via telehealth*	30%	12%
In person	19%	31%
No difference	51%	57%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Behavioral telehealth services (N=474-486)	Physical telehealth services (N=823-844)
Transportation would have been easier if we had met...		
Via telehealth*	51%	28%
In person	9%	18%
No difference	40%	54%
The wait time to get an appointment would have been shorter if we had met...		
Via telehealth	32%	23%
In person	9%	20%
No difference	59%	57%

Note. Percentages may not add to 100% due to rounding.

Figure 76. Delivery format preference among enrollees who received telehealth services in the past year by type of care

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Behavioral telehealth services (N=501)	Physical telehealth services (N=811)
Telephone call	15%	17%
Video call*	41%	26%
Telehealth unspecified ^a	<1%	<1%
In person	45%	57%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 77. Reasons for telehealth preference by type of care

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Behavioral telehealth services (N=277)	Physical telehealth services (N=349)
No travel time	86%	72%
No need to find child care or elder care	29%	38%
No need to take time off from work	44%	50%
No need to pay for gas, parking fees, and other travel costs	79%	66%
Easier to schedule	70%	68%
Shorter wait times for appointments	55%	59%
Other	13%	5%

Figure 78. Reasons for in-person preference by type of care

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Behavioral telehealth services (N=222)	Physical telehealth services (N=460)
My provider and I would be able to hear and see each other better	75%	62%
I would feel more comfortable talking openly with my provider*	64%	48%
My provider can explain things better to me in person	53%	48%
There would be fewer distractions during the appointment*	70%	41%
I am not comfortable using the technology needed for a telehealth appointment	18%	17%
My provider needs to assess my health concern in person*	28%	53%
Other	11%	5%

Figure 79. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by type of care

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Behavioral telehealth services (N=393)	Physical telehealth services (N=614)
Yes*	80%	56%
No*	20%	44%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Behavioral telehealth services (N=304)	Physical telehealth services (N=331)
Mental health treatment*	84%	24%
Treatment for a substance use disorder	8%	5%
Prenatal care for my pregnancy	3%	4%
A preventative visit with a doctor*	17%	33%
A visit with a doctor for an injury or illness*	21%	44%
A visit with a specialist who focuses on treating certain conditions or parts of the body*	16%	36%
Other services that support my health	12%	24%
Medication or medical equipment	21%	26%
Other	1%	3%

Figure 80. Delivery format preference among all enrollees by type of care

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Behavioral telehealth services (N=511)	Physical telehealth services (N=876)
Phone call only	12%	12%
Video call only	20%	12%
Either phone or video	59%	54%
Neither video nor phone*	9%	23%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.

Type of care and delivery format

Figure 81. Delivery format choice by type of care and delivery format

Thinking about this visit, did the clinic give you the choice of whether the appointment would be in person or via telehealth?	Audio-only behavioral telehealth (N=493)	Video-based behavioral telehealth (N=363)	Audio-only physical telehealth (N=367)	Video-based physical telehealth (N=222)
Yes	73%	63%	69%	72%
No	27%	37%	31%	28%

Figure 82. Perceptions of care regarding telehealth visit by type of care and delivery format

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Audio-only behavioral telehealth (N=464-475)	Video-based behavioral telehealth (N=336-352)	Audio-only physical telehealth (N=337-354)	Video-based physical telehealth (N=204-215)
I would have been more comfortable sharing my thoughts and feelings with my health care provider if we had met...				
Via telehealth	15%	10%	7%	5%
In person	35%	36%	36%	27%
No difference*	50%	55%	57%	68%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Audio-only behavioral telehealth (N=464-475)	Video-based behavioral telehealth (N=336-352)	Audio-only physical telehealth (N=337-354)	Video-based physical telehealth (N=204-215)
My provider would have listened more carefully to me if we had met...				
Via telehealth	8%	6%	5%	3%
In person	36%	28%	33%	22%
No difference*	57%	66%	62%	75%
I would have more trust that my provider is doing what is best for me if we had met...				
Via telehealth	10%	6%	5%	3%
In person	34%	30%	35%	24%
No difference*	55%	64%	60%	74%
I would have had more say over decisions that affect my health if we had met...				
Via telehealth	10%	4%	5%	4%
In person	32%	30%	34%	22%
No difference*	59%	66%	61%	75%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Audio-only behavioral telehealth (N=464-475)	Video-based behavioral telehealth (N=336-352)	Audio-only physical telehealth (N=337-354)	Video-based physical telehealth (N=204-215)
I would have left the appointment feeling more confident that I can manage my health and any necessary treatment if we had met...				
Via telehealth	10%	5%	7%	4%
In person	37%	31%	40%	26%
No difference*	53%	65%	54%	70%
I would have received better care if we had met...				
Via telehealth	7%	3%	5%	3%
In person*	40%	30%	39%	24%
No difference*	52%	67%	57%	74%
It would have been easier for me to get this health care if we had met...				
Via telehealth*	23%	28%	9%	14%
In person*	32%	22%	35%	17%
No difference*	45%	50%	56%	69%

Thinking about this visit, please tell us if each aspect of the health care visit would have been better via telehealth, in person, or if there would have been no difference.	Audio-only behavioral telehealth (N=464-475)	Video-based behavioral telehealth (N=336-352)	Audio-only physical telehealth (N=337-354)	Video-based physical telehealth (N=204-215)
Transportation would have been easier if we had met...				
Via telehealth*	42%	46%	27%	25%
In person	20%	12%	20%	6%
No difference*	38%	41%	54%	70%
The wait time to get an appointment would have been shorter if we had met...				
Via telehealth	29%	28%	21%	30%
In person*	22%	13%	21%	7%
No difference*	48%	59%	59%	63%

Note. Percentages may not add to 100% due to rounding.

Figure 83. Delivery format preference among enrollees who received telehealth services in the past year by delivery format and type of care

Still thinking about this visit, if you need this kind of care after the COVID-19 pandemic is over, would you prefer a telephone call, a video call, or an in-person appointment? (Check one)	Audio-only behavioral telehealth (N=444)	Video-based behavioral telehealth (N=349)	Audio-only physical telehealth (N=339)	Video-based physical telehealth (N=216)
Telephone call*	24%	7%	25%	11%
Video call*	31%	46%	13%	36%
Telehealth unspecified ^a	<1%	0%	1%	<1%
In person*	45%	48%	61%	54%

Note. Percentages may not add to 100% due to rounding.

^a These respondents either selected both “telephone call” and “video call” or did not indicate a preference but completed the subsequent question that asked why respondents preferred telehealth.

Figure 84. Reasons for telehealth preference by type of care and delivery format

Why would you prefer a telephone or video call after the COVID-19 pandemic is over? (Select all that apply)	Audio-only behavioral telehealth (N=245)	Video-based behavioral telehealth (N=182)	Audio-only physical telehealth (N=131)	Video-based physical telehealth (N=100)
No travel time*	79%	90%	67%	71%
No need to find child care or elder care*	34%	30%	31%	45%
No need to take time off from work	45%	45%	44%	58%
No need to pay for gas, parking fees, and other travel costs*	72%	77%	51%	80%
Easier to schedule*	71%	69%	56%	70%
Shorter wait times for appointments	57%	58%	51%	58%
Other	15%	5%	8%	4%

Figure 85. Reasons for in-person preference by type of care and delivery format

Why would you prefer in person after the COVID-19 pandemic is over? (Select all that apply)	Audio-only behavioral telehealth (N=196)	Video-based behavioral telehealth (N=166)	Audio-only physical telehealth (N=206)	Video-based physical telehealth (N=115)
My provider and I would be able to hear and see each other better*	77%	69%	64%	52%
I would feel more comfortable talking openly with my provider*	66%	66%	42%	33%
My provider can explain things better to me in person*	58%	53%	42%	46%
There would be fewer distractions during the appointment*	56%	67%	38%	41%
I am not comfortable using the technology needed for a telehealth appointment	24%	15%	20%	12%
My provider needs to assess my health concern in person*	45%	21%	50%	71%
Other	8%	7%	5%	9%

Figure 86. Ability to access care because of telehealth among enrollees who received telehealth services in the past year by type of care and delivery format

Has telehealth made it possible for you to get health care that otherwise you would not have received?	Audio-only behavioral telehealth (N=381)	Video-based behavioral telehealth (N=539)	Audio-only physical telehealth (N=438)	Video-based physical telehealth (N=505)
Yes	78%	74%	65%	67%
No	22%	27%	35%	33%
What kind of health care did you receive that you otherwise would not have been able to get without telehealth? (Select all that apply)	Audio-only behavioral telehealth (N=285)	Video-based behavioral telehealth (N=380)	Audio-only physical telehealth (N=271)	Video-based physical telehealth (N=322)
Mental health treatment*	74%	74%	43%	44%
Treatment for a substance use disorder	11%	7%	6%	6%
Prenatal care for my pregnancy	7%	4%	6%	3%
A preventative visit with a doctor*	22%	20%	37%	27%
A visit with a doctor for an injury or illness*	35%	27%	44%	42%
A visit with a specialist who focuses on treating certain conditions or parts of the body*	26%	24%	42%	35%
Other services that support my health	19%	16%	27%	25%
Medication or medical equipment	29%	24%	31%	30%
Other	5%	2%	4%	2%

Figure 87. Delivery format preference among all enrollees by type of care and delivery format

Are you interested in using health care by phone or video in the future? Select the type you would like to use in the future. (Select one)	Audio-only behavioral telehealth (N=493)	Video-based behavioral telehealth (N=683)	Audio-only physical telehealth (N=642)	Video-based physical telehealth (N=647)	No telehealth in the past 12 months (N=1,398)
Phone call only*	20%	7%	17%	4%	21%
Video call only*	5%	21%	7%	18%	5%
Either phone or video*	64%	59%	57%	65%	36%
Neither video nor phone*	12%	14%	20%	14%	39%

Note. Percentages may not add to 100% due to rounding. This question was asked of all enrollees regardless of previous telehealth utilization.