

Mental Health Utilization Trends

LexisNexis® Risk Solutions analyzed over a billion de-identified medical claims from LexisNexis® MarketView™ to uncover mental health and telehealth utilization trends from before, during and after the Covid-19 pandemic. This Healthcare Insights brief features the key trends from this analysis.

One lasting and arguably permanent impact of the Covid-19 pandemic is its toll on mental health. De-identified medical claims from 2019 through 2022 show that mental health visits have experienced double-digit growth across nearly every condition. During the pandemic, the use of telehealth services for mental health conditions increased significantly. Coming out of the pandemic, the surge in telehealth utilization has slowed, but it's clear that telehealth is here to stay. Usage patterns show that telehealth addresses critical challenges around perceived stigmas, especially for mental health, and access in an already understaffed and overburdened care delivery system.



“ While the exponential rise in mental health claims highlights an alarming trend, issues with access and the historical stigma around these conditions suggest the pandemic’s impact on our nation’s mental health is much larger. Only with the right data and insights can healthcare organizations swiftly adapt to these types of market changes and provide the best experience and most appropriate services to their community.”

- JONATHAN SHANNON
Associate Vice President, Healthcare Strategy

SURGE IN TELEHEALTH AND MENTAL HEALTH TELEHEALTH

26x
more telehealth visits
in 2022 than in 2019

84x
more telehealth visits
for mental health
in 2022 than in 2019



TELEHEALTH DIPPED

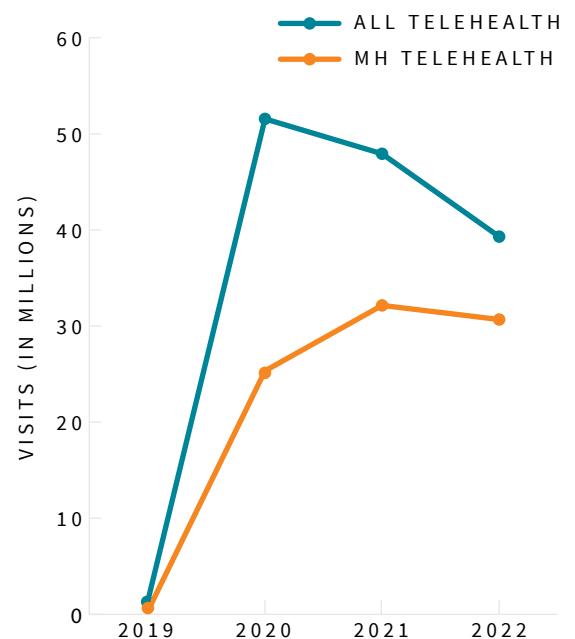
18% post Covid

TELEHEALTH FOR MENTAL HEALTH DIPPED

5% post Covid

(Comparing medical claims data from 2021 to 2022)

All Telehealth vs Mental Health Telehealth



WHICH TYPES OF MENTAL HEALTH CLAIMS SAW THE HIGHEST GROWTH?

All Ages

- Anxiety**
increased by **51%**,
representing **18 million** more claims.
- Depression**
increased by **37%**,
representing **9.7 million** more claims.
- Stress & Adjustment Disorders**
increased by **60%**,
representing **6.8 million** more claims.

Age 17 and Younger

- Anxiety**
increased by **51%**,
representing **2.8 million** more claims.
- Depression**
increased by **61%**,
representing **1.4 million** more claims.
- Eating Disorders**
increased by **115%**,
representing **169,000** more claims.

Percent of claims filed via telehealth:

3% in 2019

40% in 2022

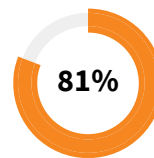
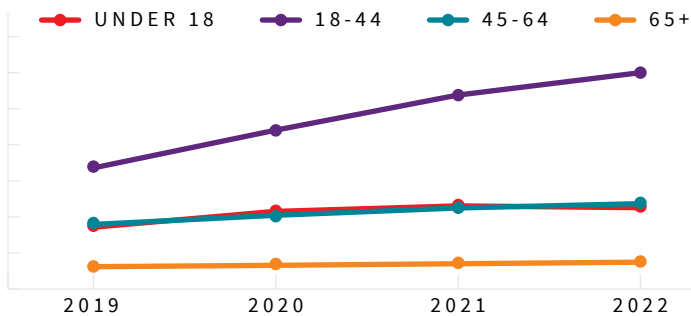
(Comparing medical claims data from 2019 to 2022)

Patients who are socially isolated or live in rural settings face challenges accessing specialty care, including mental health. Health plans and providers need patient-level insights regarding an individual's social drivers of health (SDOH) to customize engagement and proactively push personalized approaches, including telehealth, to the populations who need it most.

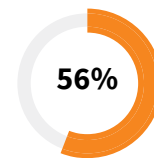


WHICH AGE GROUPS ARE SEEING THE HIGHEST INCREASE IN MENTAL HEALTH CLAIMS?

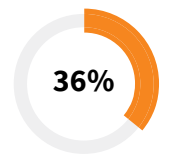
Total Mental Health Visits (in-office and virtual)



increase among 18 to 44-year-olds



increase across all age groups



increase among children and teens

(Comparing medical claims data from 2019 to 2022)

KEY TAKEAWAYS

The surge in telehealth visits has come down from its peak, but it is clear it is a meaningful channel for care delivery that is here to stay. Although telehealth has filled a gap in the U.S. care delivery system, healthcare stakeholders are struggling to deal with telehealth providers since they break many rules that applied to traditional providers (e.g., no brick-and-mortar location, prescribing in states they are not physically in). Therefore, creating networks of providers to meet patient needs becomes challenging.

The mental health data in particular suggests the industry cannot rely on brick-and-mortar visits to engage patients. Only with reliable data can healthcare organizations navigate this novel market development and provide the best experience for their patients/members.

Explore how analyzing robust, de-identified medical claims data can reveal new opportunities.

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