Monthly Telehealth Regional Tracker Trending Reports July-December 2024

A User's Guide

A FAIR Health Brief, April 22, 2025

FAIR Health®
Know Your Source

This brief is a user's guide to the Monthly Telehealth Regional Tracker Trending Reports, a set of infographics that show national and regional six-month trends in telehealth.

Launched in May 2020 as a free service, the Monthly Telehealth Regional Tracker uses FAIR Health data to track how telehealth is evolving from month to month. An interactive map of the four US census regions (Midwest, Northeast, South, West) allows the user to view an infographic on telehealth in a specific month in the nation as a whole or in individual regions. Each year, the Telehealth Tracker presents varied views into telehealth utilization. For 2024, each infographic shows month-to-month changes in volume of telehealth claim lines; that month's top five diagnostic categories, mental health diagnoses and specialties; age distribution; and the Place of Service Cost Corner, which compares median allowed amounts for a specific procedure provided via telehealth to the same procedure provided in an office.

The Telehealth Tracker has attracted widespread interest from media outlets as well as from key healthcare stakeholders such as researchers, government officials, health plans and providers. To add another dimension to the Telehealth Tracker, and broaden its lens, FAIR Health created the Telehealth Tracker Trending Reports, which offer a window into changes over longer periods than one month. The first set of trending reports, released on October 15, 2024, covered the period January to June 2024. This second set of trending reports show national and regional trends in telehealth utilization—as measured by telehealth's percentage of medical claim lines[1]—and the top five telehealth diagnostic categories across each month from July to December 2024. The data represent the commercially insured population, excluding Medicare Fee-for-Service, Medicare Advantage and Medicaid.

What follows is a guide to the findings presented in the second edition of the Monthly Telehealth Regional Tracker Trending Reports.

---

[1] A claim line is an individual service or procedure listed on an insurance claim.

Utilization

Telehealth utilization—measured as the percentage of medical claim lines attributable to telehealth—increased from July to December 2024 nationally and in all regions.

Nationally, telehealth utilization rose by 6.13 percent from July to December, from 4.74 percent in July to 5.04 percent in December (figure 1). This increase was greater than the increase of 2.30 percent from January to June, from 4.78 percent in January to 4.89 percent in June. Overall, the national increase from the first to last month of 2024 was 5.32 percent.
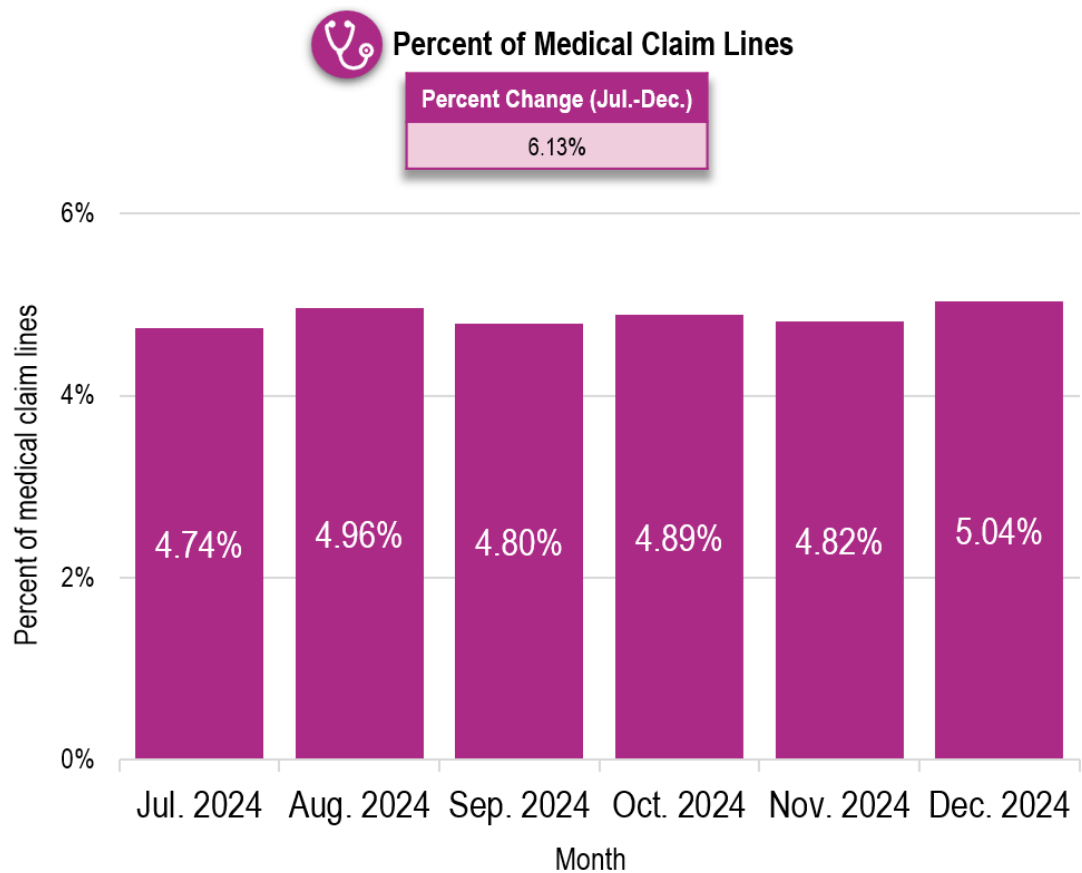
Percent of Medical Claim Lines

Percent Change (Jul.-Dec.)
6.13%

Percent of medical claim lines

Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
4.74%	4.96%	4.80%	4.89%	4.82%	5.04%

Month

Figure 1. Telehealth's percentage of medical claim lines, national, July-December 2024

The South was the region with the largest increase in telehealth utilization (5.92 percent), from 3.70 percent in July 2024 to 3.92 percent in December (figure 2). It was followed by the West (5.27 percent), the Northeast (4.38 percent) and the Midwest (4.11 percent). The Northeast was the only region in which telehealth utilization decreased (3.72 percent) from January to June.
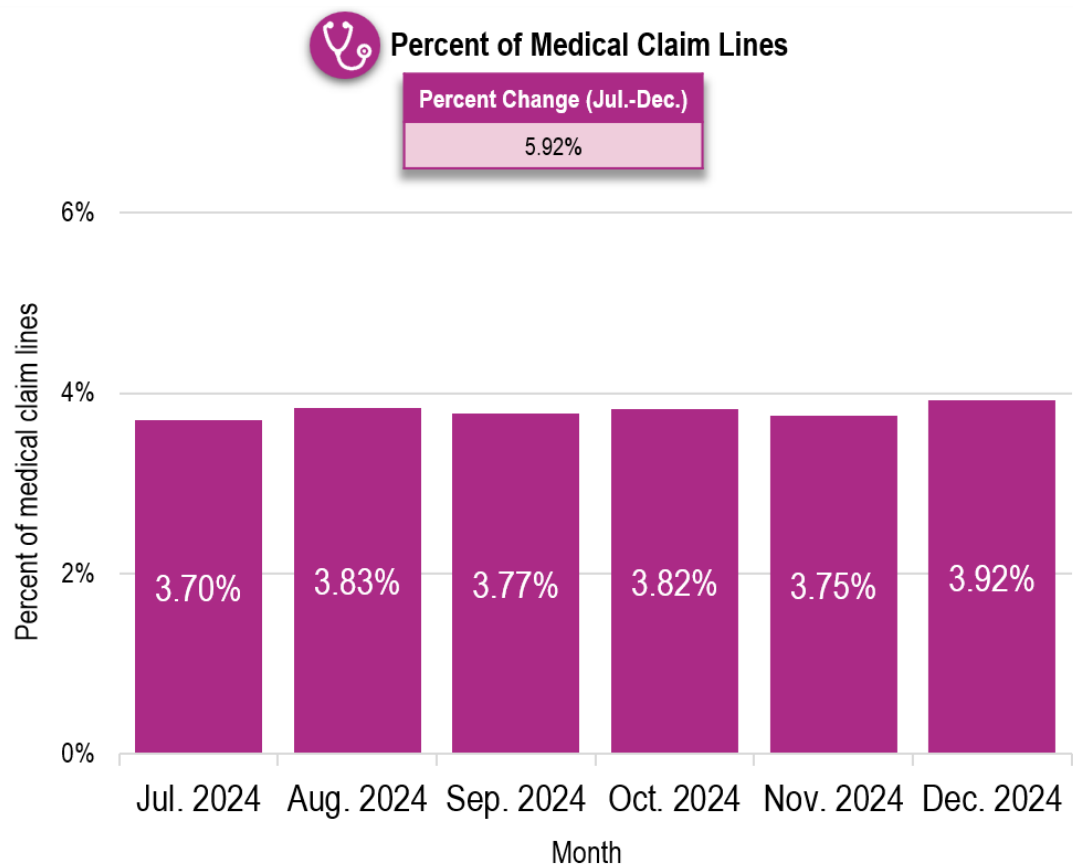
Percent of Medical Claim Lines

Percent Change (Jul.-Dec.)
5.92%

Figure 2. Telehealth's percentage of medical claim lines, South, July-December 2024

Diagnostic Categories

From July to December 2024, as in the first six months of the year, mental health conditions ranked as the number one telehealth diagnostic category nationally and in all regions. Unlike the first six months, however, when mental health conditions increased as a percentage of telehealth claim lines nationally and in all regions, this diagnostic category decreased as a percentage of telehealth claim lines from July to December nationally and in all but one region. The exception was the West, where mental health conditions rose 0.17 percent from 64.38 percent in July to 64.49 percent in December. Nationally, mental health conditions fell 0.46 percent, from 67.01 percent in July to 66.70 percent in December (figure 3).

Top Five Diagnostic Categories
(Percent of Telehealth Claim Lines)

Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Mental Health Conditions (67.01%)	Mental Health Conditions (67.58%)	Mental Health Conditions (67.18%)	Mental Health Conditions (68.72%)	Mental Health Conditions (66.90%)	Mental Health Conditions (66.70%)
Endocrine and Metabolic Disorders (1.64%)	Endocrine and Metabolic Disorders (1.59%)	Acute Respiratory Diseases and Infections (1.84%)	Acute Respiratory Diseases and Infections (1.93%)	Acute Respiratory Diseases and Infections (2.67%)	Acute Respiratory Diseases and Infections (3.34%)
Hypertension (1.49%)	Acute Respiratory Diseases and Infections (1.56%)	Endocrine and Metabolic Disorders (1.64%)	Endocrine and Metabolic Disorders (1.62%)	Endocrine and Metabolic Disorders (1.66%)	Encounter for Examination (1.57%)
Developmental Disorders (1.46%)	Developmental Disorders (1.44%)	Hypertension (1.54%)	Developmental Disorders (1.48%)	Hypertension (1.61%)	Endocrine and Metabolic Disorders (1.52%)
Joint/Soft Tissue Diseases and Issues (1.41%)	Overweight and Obesity (1.42%)	Developmental Disorders (1.49%)	Hypertension (1.44%)	Developmental Disorders (1.47%)	Hypertension (1.46%)

Figure 3. Top five telehealth diagnostic categories, national, July-December 2024

Nationally, most of the diagnostic categories other than mental health conditions each occurred in five or six of the months in the period July to December but varied in order. Endocrine and metabolic disorders, for example, was in second position in July and August, in third from September to November and in fourth in December. Three diagnostic categories occurred only once in this period: joint/soft tissue diseases and issues in fifth position in July, overweight and obesity in fifth position in August and encounter for examination in third position in December.

In the Midwest (figure 4), the top five diagnostic categories from July to December 2024 did not include three of the categories found at the national level: endocrine and metabolic disorders, hypertension and joint/soft tissue diseases and issues. The Midwest top five did include two categories not found at the national level: substance use disorders and sleep disorders. The category sleep disorders, which occurred at position five from September to November, was not found in the top five of any other region during this period.

Top Five Diagnostic Categories
(Percent of Telehealth Claim Lines)

Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Mental Health Conditions (72.99%)	Mental Health Conditions (73.02%)	Mental Health Conditions (73.37%)	Mental Health Conditions (73.32%)	Mental Health Conditions (73.16%)	Mental Health Conditions (70.84%)
Substance Use Disorders (1.61%)	Substance Use Disorders (1.66%)	Substance Use Disorders (1.77%)	Substance Use Disorders (1.78%)	Substance Use Disorders (1.80%)	Acute Respiratory Diseases and Infections (2.38%)
Developmental Disorders (1.55%)	Developmental Disorders (1.53%)	Developmental Disorders (1.54%)	Acute Respiratory Diseases and Infections (1.57%)	Acute Respiratory Diseases and Infections (1.79%)	Substance Use Disorders (1.85%)
Overweight and Obesity (1.44%)	Overweight and Obesity (1.39%)	Overweight and Obesity (1.27%)	Developmental Disorders (1.57%)	Developmental Disorders (1.56%)	Encounter for Examination (1.81%)
Encounter for Examination (1.33%)	Encounter for Examination (1.24%)	Sleep Disorders (1.26%)	Sleep Disorders (1.31%)	Sleep Disorders (1.33%)	Developmental Disorders (1.49%)

Figure 4. Top five telehealth diagnostic categories, Midwest, July-December 2024

In the Northeast (figure 5), the top five diagnostic categories from July to December 2024 did not include three of the categories found at the national level: hypertension, encounter for examination and joint/soft tissue diseases and issues. The Northeast top five did include one category not found at the national level: substance use disorders. The Northeast and the Midwest were the only two regions to include this category in their top five lists during this period.

Top Five Diagnostic Categories
(Percent of Telehealth Claim Lines)

Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Mental Health Conditions (75.13%)	Mental Health Conditions (74.86%)	Mental Health Conditions (75.32%)	Mental Health Conditions (76.29%)	Mental Health Conditions (74.71%)	Mental Health Conditions (74.54%)
Overweight and Obesity (1.46%)	Overweight and Obesity (1.48%)	Acute Respiratory Diseases and Infections (1.46%)	Acute Respiratory Diseases and Infections (1.51%)	Acute Respiratory Diseases and Infections (2.17%)	Acute Respiratory Diseases and Infections (2.70%)
Developmental Disorders (1.29%)	Developmental Disorders (1.27%)	Overweight and Obesity (1.34%)	Developmental Disorders (1.30%)	Developmental Disorders (1.26%)	Developmental Disorders (1.31%)
Substance Use Disorders (1.17%)	Acute Respiratory Diseases and Infections (1.17%)	Developmental Disorders (1.30%)	Endocrine and Metabolic Disorders (1.13%)	Endocrine and Metabolic Disorders (1.16%)	Substance Use Disorders (1.13%)
Endocrine and Metabolic Disorders (1.15%)	Substance Use Disorders (1.17%)	Endocrine and Metabolic Disorders (1.13%)	Overweight and Obesity (1.11%)	Overweight and Obesity (1.15%)	Endocrine and Metabolic Disorders (1.12%)

Figure 5. Top five telehealth diagnostic categories, Northeast, July-December 2024

From July to December 2024, the top five diagnostic categories in all but one of the four regions included at least one category not found at the national level. The exception was the South, whose five diagnostic categories during this period were a subset of those at the national level (figure 6). The national categories not found in the top five in the South were developmental disabilities, overweight and obesity, and joint/soft tissue diseases and issues. The South was notable as the only region to have hypertension in its top five diagnostic categories. Hypertension also appeared in the national top five.

Top Five Diagnostic Categories
(Percent of Telehealth Claim Lines)

Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Mental Health Conditions (58.50%)	Mental Health Conditions (59.37%)	Mental Health Conditions (59.00%)	Mental Health Conditions (60.20%)	Mental Health Conditions (58.77%)	Mental Health Conditions (57.55%)
Encounter for Examination (2.84%)	Acute Respiratory Diseases and Infections (2.77%)	Encounter for Examination (3.02%)	Acute Respiratory Diseases and Infections (3.18%)	Acute Respiratory Diseases and Infections (4.13%)	Acute Respiratory Diseases and Infections (5.32%)
Hypertension (2.43%)	Endocrine and Metabolic Disorders (2.35%)	Acute Respiratory Diseases and Infections (2.99%)	Encounter for Examination (2.78%)	Encounter for Examination (2.64%)	Encounter for Examination (3.19%)
Acute Respiratory Diseases and Infections (2.39%)	Hypertension (2.22%)	Hypertension (2.54%)	Endocrine and Metabolic Disorders (2.43%)	Hypertension (2.61%)	Hypertension (2.34%)
Endocrine and Metabolic Disorders (2.33%)	Encounter for Examination (2.14%)	Endocrine and Metabolic Disorders (2.39%)	Hypertension (2.36%)	Endocrine and Metabolic Disorders (2.38%)	Endocrine and Metabolic Disorders (2.15%)

Figure 6. Top five telehealth diagnostic categories, South, July-December 2024

In the West (figure 7), the top five diagnostic categories from July to December 2024 did not include three of the categories found at the national level: hypertension, encounter for examination, and overweight and obesity. The top five in the West included three categories not found in the top five at the national level or in any other region: COVID-19, diabetes mellitus and abnormal blood-pressure reading. In addition, joint/soft tissue diseases and issues, which occurred in second position in the West throughout the period, was not found in the top five in any other region, though it did occur in the top five at the national level in one month.

Top Five Diagnostic Categories
(Percent of Telehealth Claim Lines)

Jul. 2024	Aug. 2024	Sep. 2024	Oct. 2024	Nov. 2024	Dec. 2024
Mental Health Conditions (64.38%)	Mental Health Conditions (64.50%)	Mental Health Conditions (63.66%)	Mental Health Conditions (65.69%)	Mental Health Conditions (64.52%)	Mental Health Conditions (64.49%)
Joint/Soft Tissue Diseases and Issues (2.26%)	Joint/Soft Tissue Diseases and Issues (2.35%)	Joint/Soft Tissue Diseases and Issues (2.40%)	Joint/Soft Tissue Diseases and Issues (2.32%)	Joint/Soft Tissue Diseases and Issues (2.23%)	Joint/Soft Tissue Diseases and Issues (2.13%)
Developmental Disorders (1.80%)	Developmental Disorders (1.76%)	Developmental Disorders (1.85%)	Developmental Disorders (1.79%)	Developmental Disorders (1.76%)	Acute Respiratory Diseases and Infections (2.08%)
Endocrine and Metabolic Disorders (1.71%)	Endocrine and Metabolic Disorders (1.70%)	Endocrine and Metabolic Disorders (1.69%)	Endocrine and Metabolic Disorders (1.68%)	Endocrine and Metabolic Disorders (1.71%)	Developmental Disorders (1.78%)
COVID-19 (1.65%)	Diabetes Mellitus (1.45%)	Abnormal Blood-Pressure Reading (1.54%)	Diabetes Mellitus (1.52%)	Acute Respiratory Diseases and Infections (1.60%)	Endocrine and Metabolic Disorders (1.62%)

Figure 7. Top five telehealth diagnostic categories, West, July-December 2024

Conclusion

Taken together, the results of the second edition of the Monthly Telehealth Regional Tracker Trending Reports shed light on telehealth utilization and diagnostic categories in the six months from July to December 2024. We hope that the trending reports will be useful to all healthcare stakeholders, including policy makers, payors, providers, patients and researchers.

Click here for the Monthly Telehealth Regional Tracker Trending Reports.

About FAIR Health

FAIR Health is a national, independent nonprofit organization dedicated to bringing transparency to healthcare costs and health insurance information through data products, consumer resources and health systems research support. FAIR Health qualifies as a public charity under section 501(c)(3) of the federal tax code. FAIR Health possesses the nation's largest collection of commercial healthcare claims data, which includes over 50 billion claim records and is growing at a rate of over 3 billion claim records a year. FAIR Health licenses its commercial data and data products—including benchmark modules, data visualizations, custom analytics and market indices—to commercial insurers and self-insurers, employers, providers, hospitals and healthcare systems, government agencies, researchers and others. Certified by the Centers for Medicare & Medicaid Services (CMS) as a national Qualified Entity, FAIR Health also receives data representing the experience of all individuals enrolled in traditional Medicare Parts A, B and D, which accounts for a separate collection of over 50 billion claim records; FAIR Health includes among the commercial claims data in its database, data on Medicare Advantage enrollees. FAIR Health can produce insightful analytic reports and data products based on combined Medicare and commercial claims data for government, providers, payors and other authorized users. FAIR Health's free, award-winning, national consumer websites are fairhealthconsumer.org and fairhealthconsumidor.org. For more information on FAIR Health, visit fairhealth.org.

FAIR Health, Inc.
800 Third Avenue, Suite 900
New York, NY 10022
212-370-0704
fairhealth.org
fairhealthconsumer.org
fairhealthconsumidor.org