

January 25, 2022

Kathy Kliebert  
Louisiana Managed Medicaid Association  
P.O. Box 83576  
Baton Rouge, LA 70884

**RE: TELEHEALTH FOLLOW-UP PROVIDER SURVEY**

Dear Kathy:

Wakely Consulting Group, LLC (Wakely) has been retained by the Louisiana Managed Medicaid Association (LMMA) to provide support to LMMA and its member managed care organizations (MCOs) related to the LMMA telehealth follow-up provider survey.

The LMMA telehealth follow-up provider survey was conducted to review Healthy Louisiana providers' current telehealth capabilities and challenges, and to compare their current capabilities to those reported in LMMA's December 2020 telehealth survey.<sup>1,2</sup> An email invitation to the survey was circulated to 10,576 providers within the Healthy Louisiana MCOs' networks on October 26, 2021.<sup>3</sup> The survey was closed on December 6, 2021.

The responses to each question have been summarized in Appendix A, and include 1,006 telehealth follow-up provider survey responses. The Appendix A summary exhibits exclude responses to individual questions if the response to that question was left blank by the respondent or otherwise determined not to be applicable. The number of responses included for each question are documented along with each summary exhibit in Appendix A. The detailed response data is provided in Appendix B. In general, provider responses indicated a slight decrease in the use of telemedicine and a slight increase in reluctance to use telehealth between the two survey periods (see Appendix A, Question 1 for additional details). Given that the two periods have significantly different response volumes (1,006 responses vs. 1,548 responses), a direct comparison of results from the two surveys may be inappropriate.

For questions 1-2, 5, 7, and 9, the respondent was only allowed to select one answer from a pre-populated set of options. The responses to these questions are summarized using pie charts to indicate the prevalence of each response.

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<sup>1</sup> Wakely compared the responses to question 1 of the telehealth follow-up provider survey to the 1,548 responses received for the same question from LMMA's December 2020 telehealth survey. Note that responses to LMMA's December 2020 telehealth survey were received through December 3<sup>rd</sup>, 2020.

<sup>2</sup> Wakely previously compared December 2020 telehealth survey to the original March 2020 telehealth survey in our January 14, 2021 memorandum.

<sup>3</sup> Each MCO provided Wakely with a list of email addresses for providers in their network. Wakely identified 10,716 unique emails addresses across the lists provided by the MCOs.

For questions 3-4 and 6, the respondent was allowed to select multiple answers from a pre-populated set of options. For these questions, we summarized the results using a bar chart to show the number of responses for each option. Note that for these questions the sum of responses assigned to the various options will exceed the total number of respondents included in the summary since some respondents selected more than one option.

The 21 “very dissatisfied” responses to question 2 were further reviewed by urban/rural indicator<sup>4</sup> and telehealth technology used (as indicated in response to question 4). The “very dissatisfied” responses to question 2 were evenly split between the urban respondents (52%) and rural respondents (48%). This breakdown shows a higher proportion of rural respondents being “very dissatisfied” as the overall urban to rural respondent distribution is 59% urban and 41% rural. Breakdowns of the “very dissatisfied” responses to question 2 by urban/rural indicator and telehealth technology used are provided in Appendix A.

The 558 responses to question 3 that indicated either “connection stability or quality”, “issues with video”, or “issues with audio” as the most common telehealth issues were further reviewed by urban/rural indicator and telehealth technology used (as indicated in response to question 4).<sup>5</sup> The “connection stability or quality”, “issues with video”, or “issues with audio” responses to question 3 were found to reflect nearly the same urban/rural distribution (58% urban) as was reflected across all respondents (59% urban). Due to this consistency, we have not provided this breakdown in Appendix A. The breakdown of the “connection stability or quality”, “issues with video”, or “issues with audio” responses to question 3 by telehealth technology used is provided in Appendix A.

Questions 4 and 6 also included an “Other” option which allowed the respondent to further specify their response through a free-response field. The answers to these questions indicated a significant portion of “Other” responses. As a result, we reviewed the associated “Other” free-responses and re-categorized them using judgment. The summary of responses to questions 4 and 6 include additional uncertainty due to the judgment relied upon to categorize the “Other” responses.

In the interest of collaboration, we understand that the LMMA is sharing this information with LDH to further support the response to the COVID-19 pandemic. We understand that the LMMA has expressed its commitment to supporting LDH through these challenging times, and is happy to provide additional information to further assist LDH as needed.

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<sup>4</sup> We relied on the respondents’ rural/urban designation as provided in response to question 9 of the survey.

<sup>5</sup> Question 3 allowed the respondents to select multiple responses. The 558 responses to question 3 that indicated either “connection stability or quality”, “issues with video”, or “issues with audio” as the most common telehealth issues were provided by 340 unique respondents.

## Caveats & Limitations

This letter provides the background and summarized provider responses to LMMA's telehealth follow-up provider survey. Wakely downloaded, formatted, and summarized the responses received, but did not perform any actuarial analysis on the responses, and did not make any attempt to validate the information provided in the responses. In summarizing the responses to questions 4 and 6, we relied on judgment to categorize various "Other" responses.

Taylor Pruisner and Chia Yi Chin are responsible for this communication. We are Members of the American Academy of Actuaries and Taylor is a Fellow of the Society of Actuaries while Chia is an Associate of the Society of Actuaries. To the best of our knowledge, the report and methods used in this letter are in compliance with the appropriate Actuarial Standards of Practice with no known deviations. Outside parties receiving this work should retain their own experts and form their own opinions. Wakely does not intend to create a reliance to these outside parties.

Wakely provides actuarial services to a variety of clients throughout the health industry. Our clients include commercial, Medicare, and Medicaid health plans, the federal and state governments, medical providers, and other entities that operate in the domestic and international health insurance markets. Wakely has implemented various internal practices to reduce or eliminate conflict of interest risk in serving our various clients. Except as noted here, the responsible actuaries are financially independent and free from conflict concerning all matters related to performing the actuarial services underlying this analysis. In addition, Wakely is organizationally and financially independent from the LMMA.

Please do not hesitate to call if you have any questions or if we may be of additional assistance. Thank you for the opportunity to work on this important project.

Sincerely,



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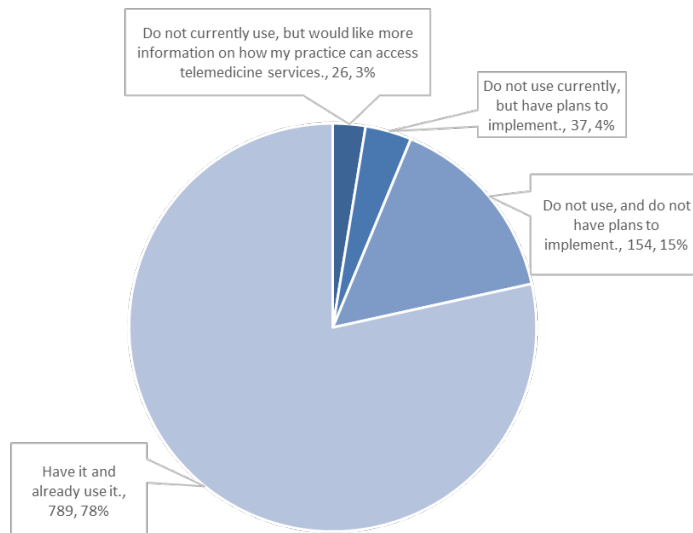
Taylor Pruisner, FSA, MAAA  
Director & Senior Consulting Actuary  
720.226.9808 | taylorp@wakely.com

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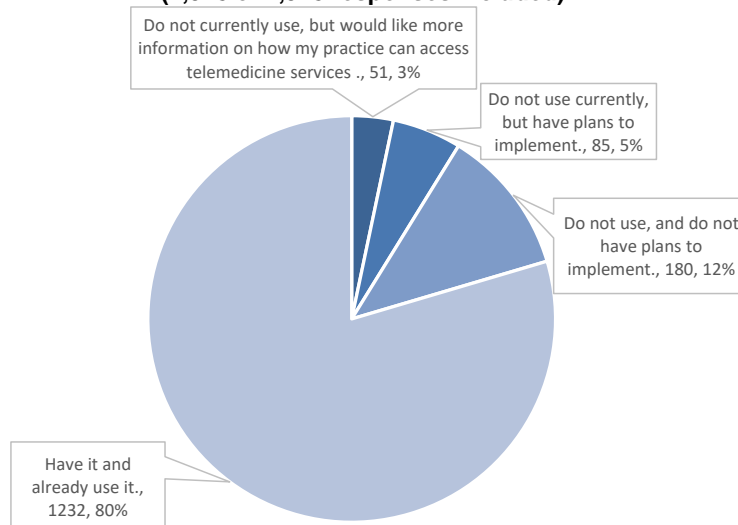
Chia Yi Chin, ASA, MAAA  
Senior Consulting Actuary  
720.226.9819 | chiac@wakely.com

## Appendix A – Telehealth Follow-up Provider Survey Response Summary Exhibits

**1a) Telehealth is the use of digital information and communication technologies. This consists of simultaneous audio/visual telemedicine with a HIPAA-secure platform. Please indicate your current telehealth capacity. (1,006 of 1,006 responses included)**



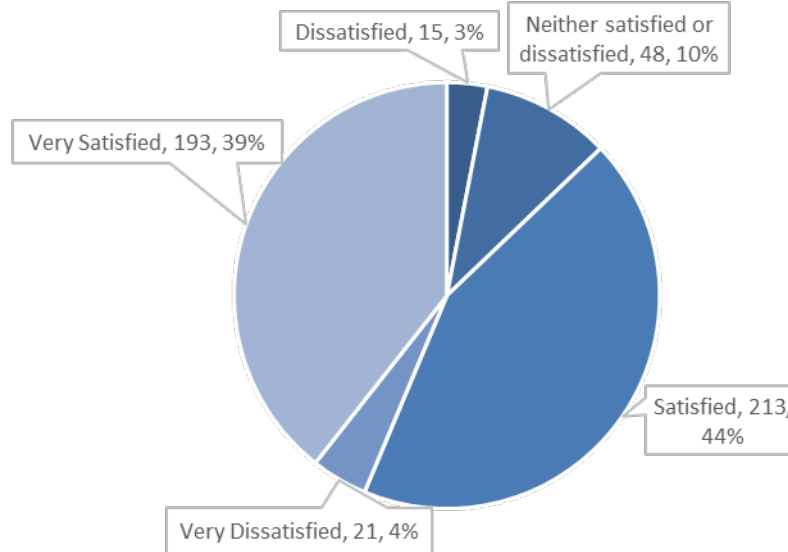
**1b) Comparative responses for same question from LMMA’s December 2020 telehealth survey (1,548 of 1,548 responses included)**



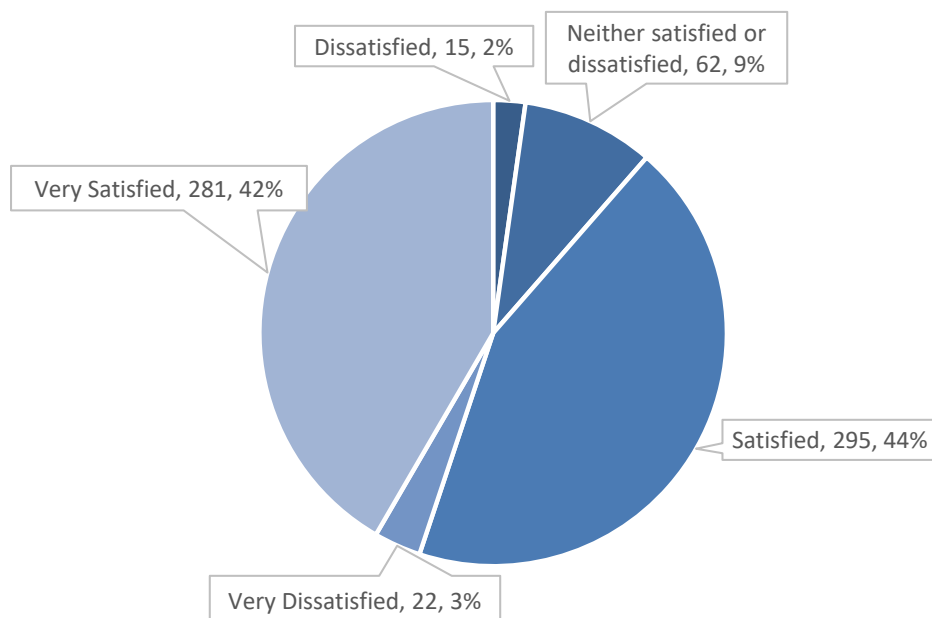
**1c) Tabular comparison of the responses to question #1 from the December 2020 and December 2021 follow-up surveys**

<b>Response Option</b>	<b>Distribution of Responses</b>		<b>Change in Distribution of Responses</b>
	<b>Dec 2020 Survey</b>	<b>Dec 2021 Survey</b>	
Do not currently use, but would like more information on how my practice can access telemedicine services.	3.3%	2.6%	-0.7%
Do not use currently, but have plans to implement.	5.5%	3.7%	-1.8%
Do not use, and do not have plans to implement.	11.6%	15.3%	+3.7%
Have it and already use it.	79.6%	78.4%	-1.2%

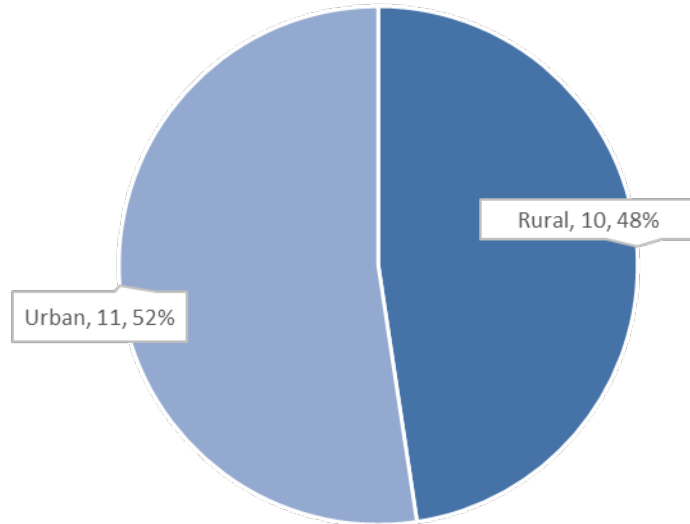
**2a) If you have utilized telehealth services, how would you rate your satisfaction with telehealth in your practice?  
(490 of 1,006 responses included)**



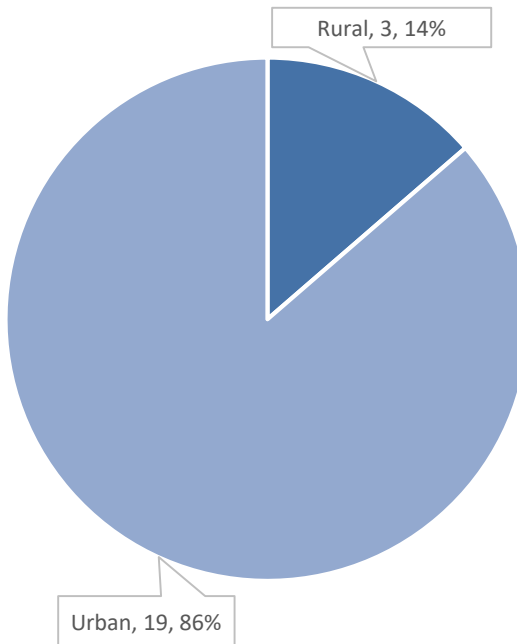
**2b) Comparative responses for same question from LMMA's December 2020 telehealth survey  
(675 of 1,548 responses included)**



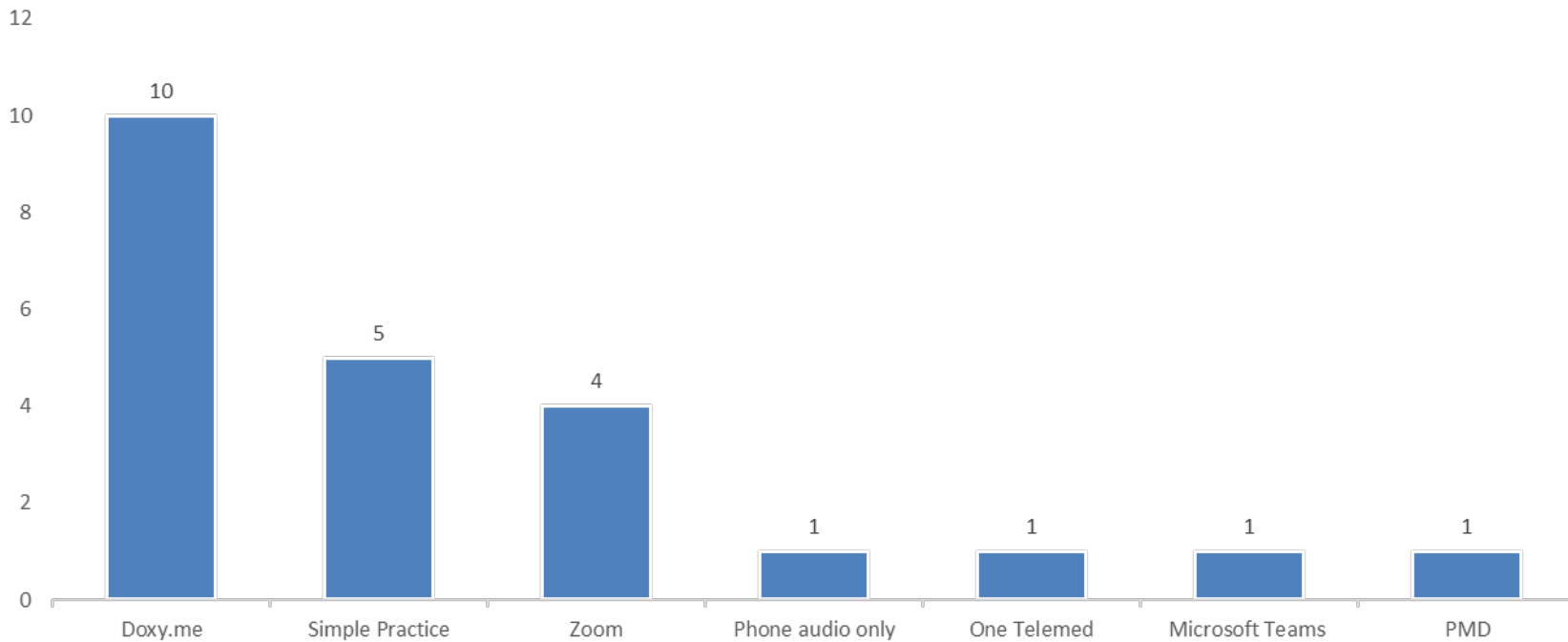
**2c) “Very dissatisfied” responses to Question 2a by urban/rural indicator  
(21 of 1,006 responses included)**



**2d) Comparative responses for same question from LMMA’s December 2020  
telehealth survey  
(22 of 1,548 responses included)**



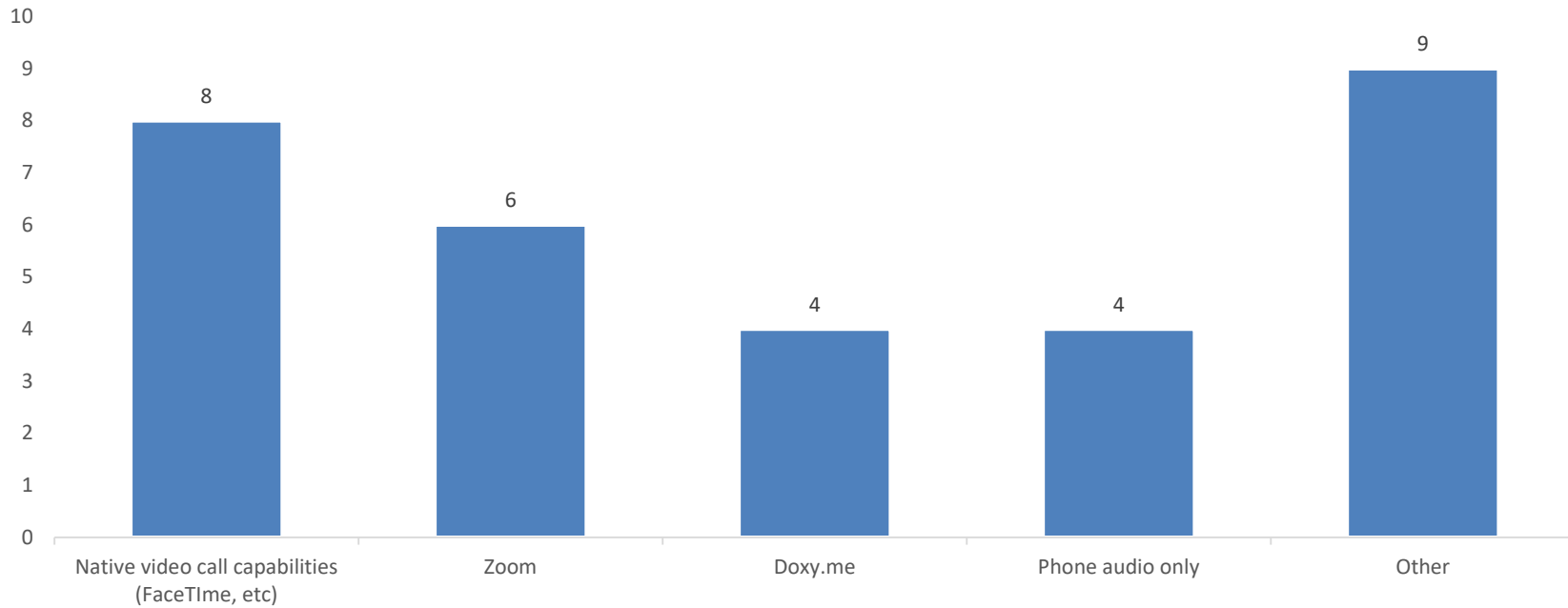
**2e) “Very dissatisfied” responses to Question 2a by telehealth technology used (as indicated in response to Question 4)<sup>6</sup>**  
(21 of 1,006 responses included)



<sup>6</sup> Question 4 allowed respondents to select multiple responses. As a result, the total number of responses in Question 2e is 23.

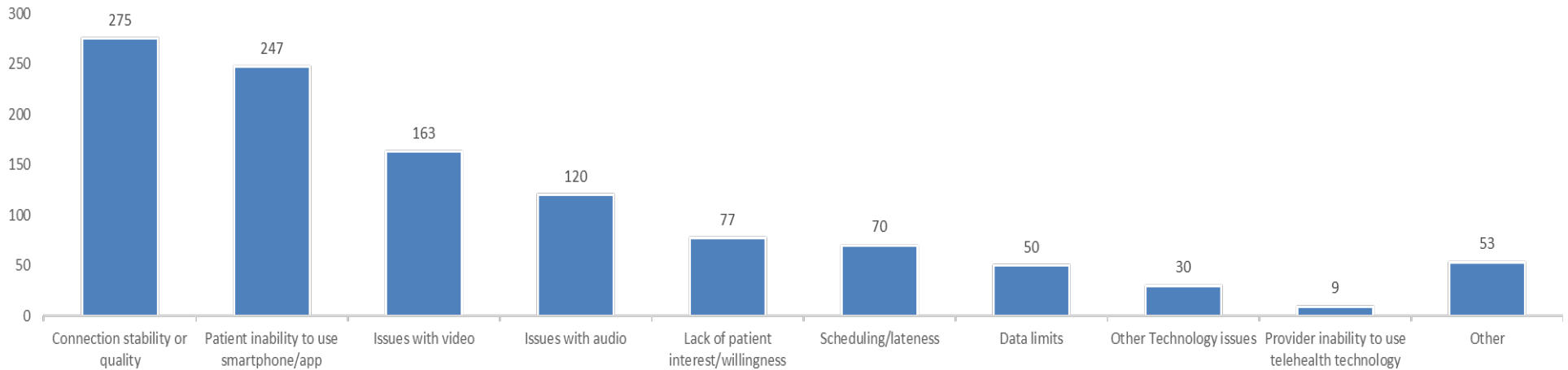


**2f) Comparative responses for same question from LMMA's December 2020 telehealth survey<sup>7</sup>**  
(22 of 1,548 responses included)

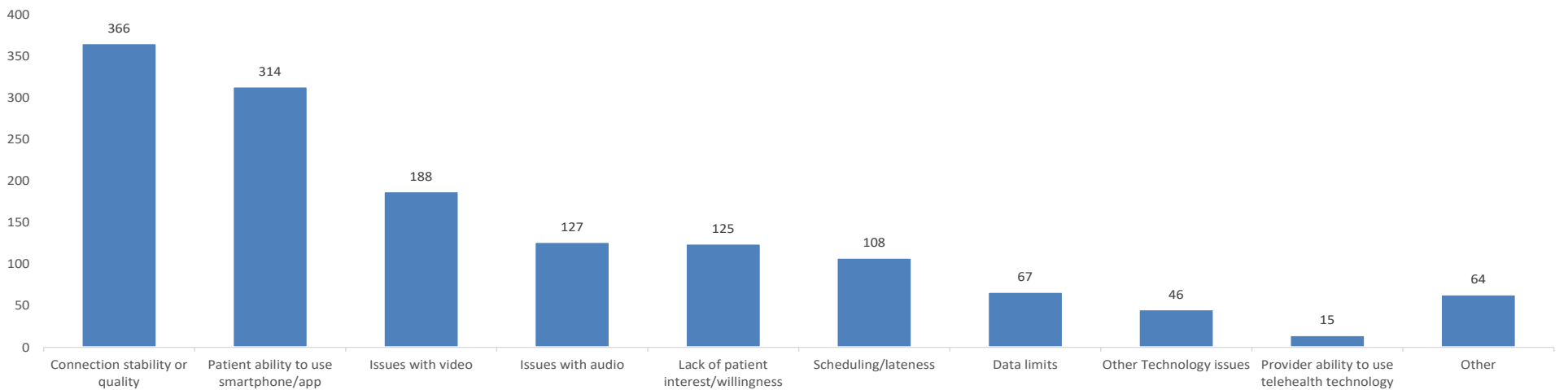


<sup>7</sup> Question 4 allowed respondents to select multiple responses. As a result, the total number of responses in Question 2f is 31

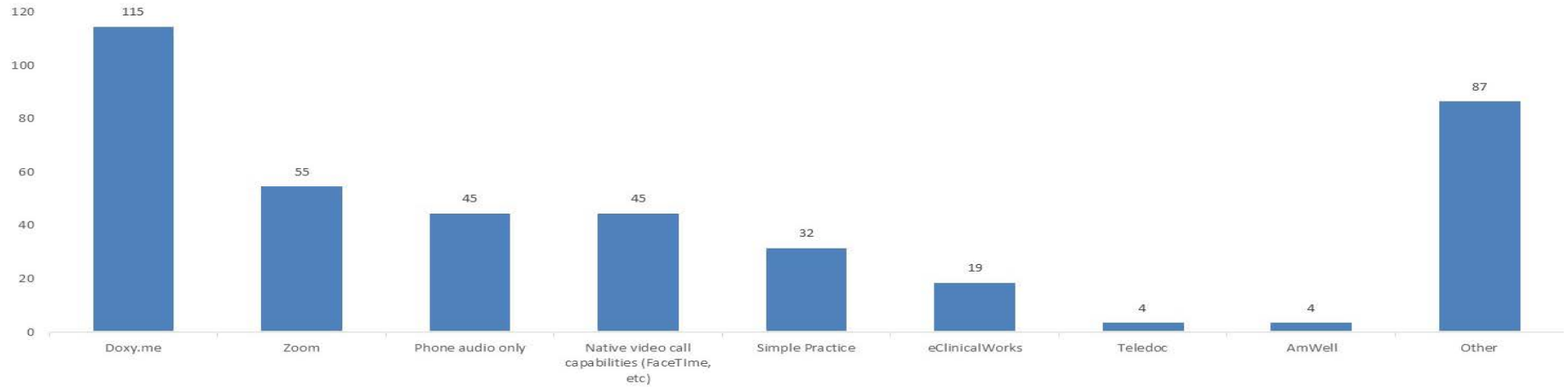
**3a) If you have experienced issues during telehealth visits, what are the most common issues experienced?**  
(509 of 1,006 responses included)



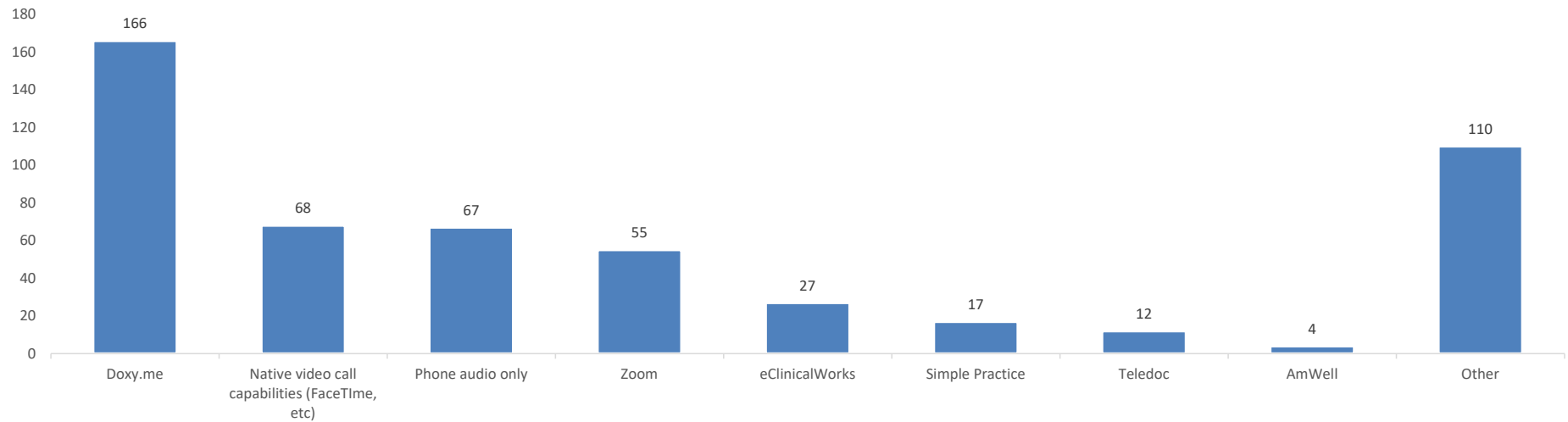
**3b) Comparative responses for same question from LMMA's December 2020 telehealth survey**  
(670 of 1,548 responses included)



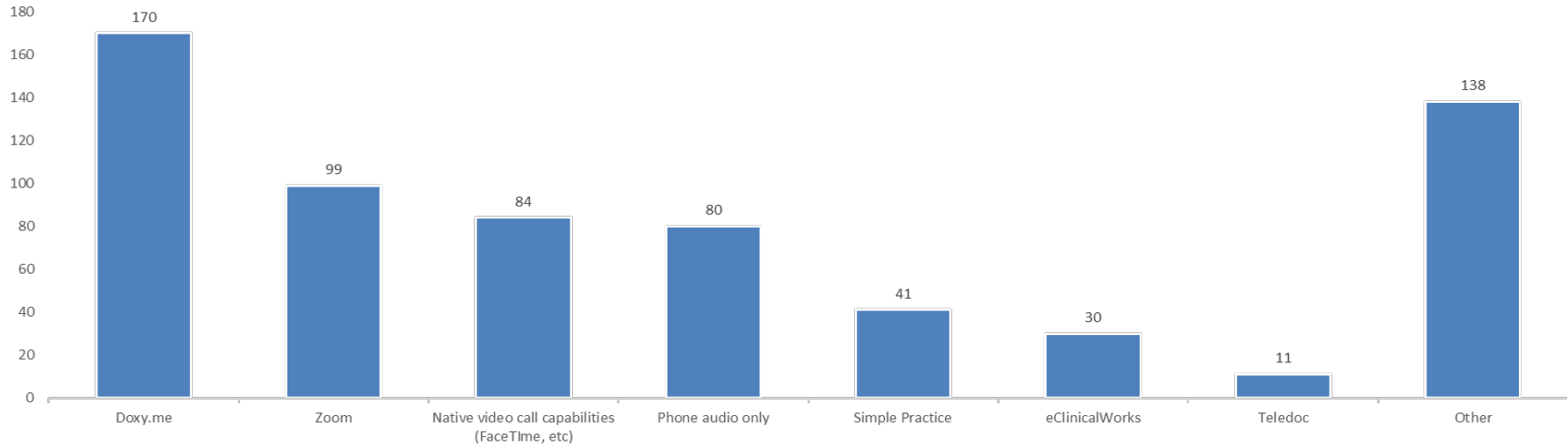
**3c) “Connection stability or quality”, “issues with video”, or “issues with audio” responses from Question 3a by telehealth technology used (as indicated in response to Question 4)  
(340 of 1,006 responses included)**



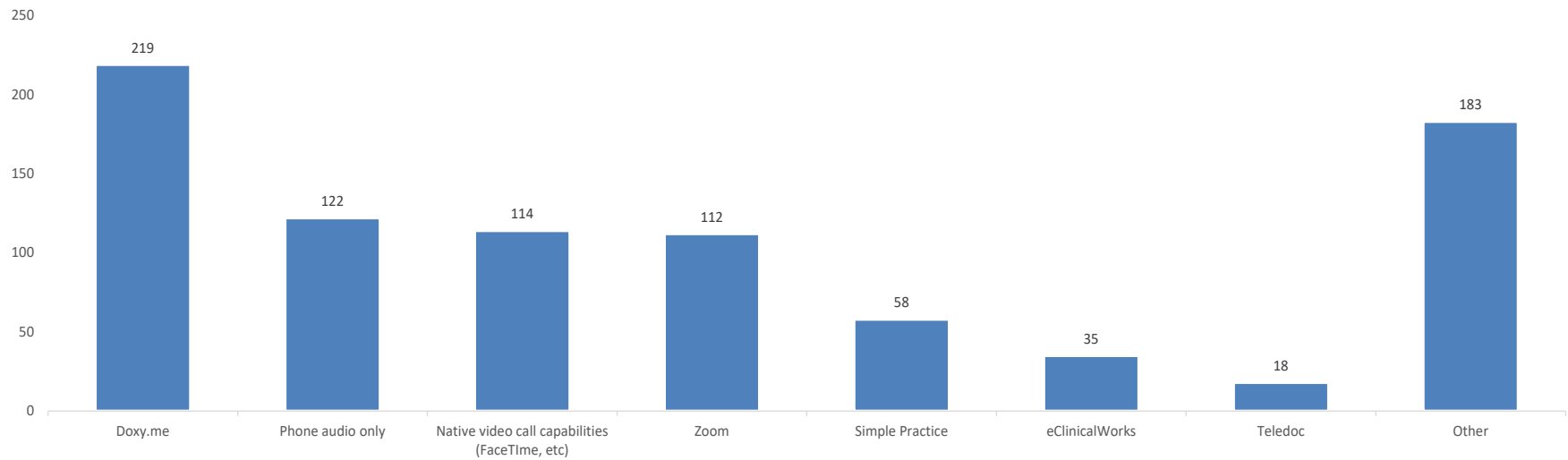
**3d) Comparative responses for same question from LMMA’s December 2020 telehealth survey  
(452 of 1,548 responses included)**



**4a) If you currently use telehealth, what technology do you use the most for telehealth services?  
(538 of 1,006 responses included)**

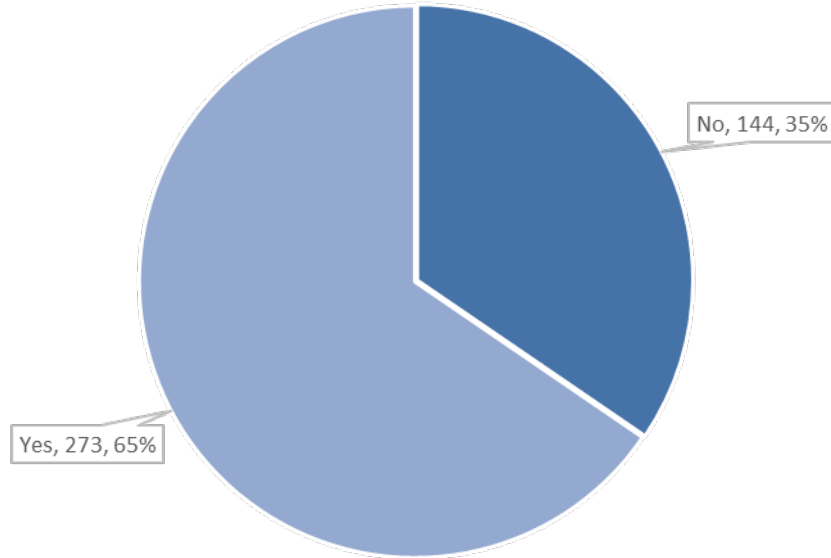


**4b) Comparative responses for same question from LMMA's December 2020 telehealth survey  
(695 of 1,548 responses included)**



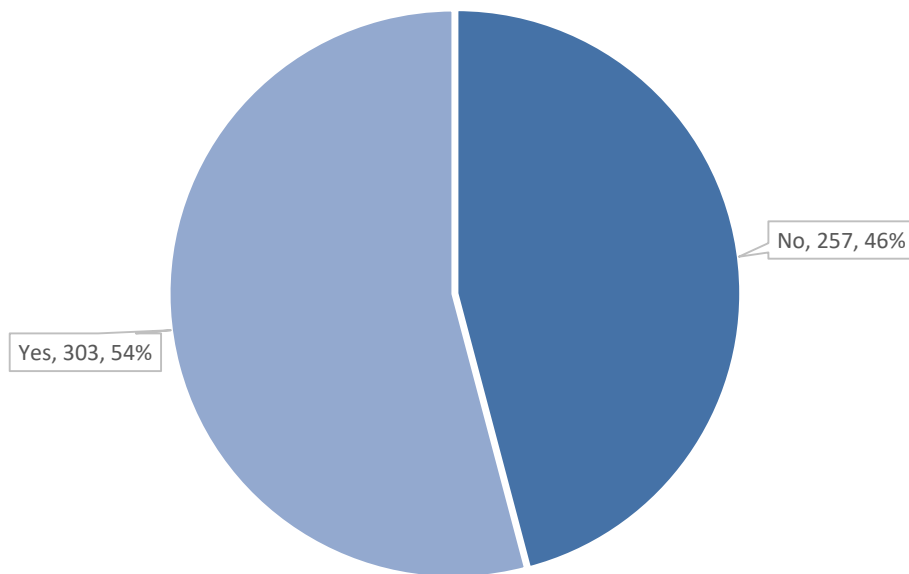
**5a) If you are not currently using telehealth, have you offered telehealth services in the past?**

(417 of 1,006 responses included)

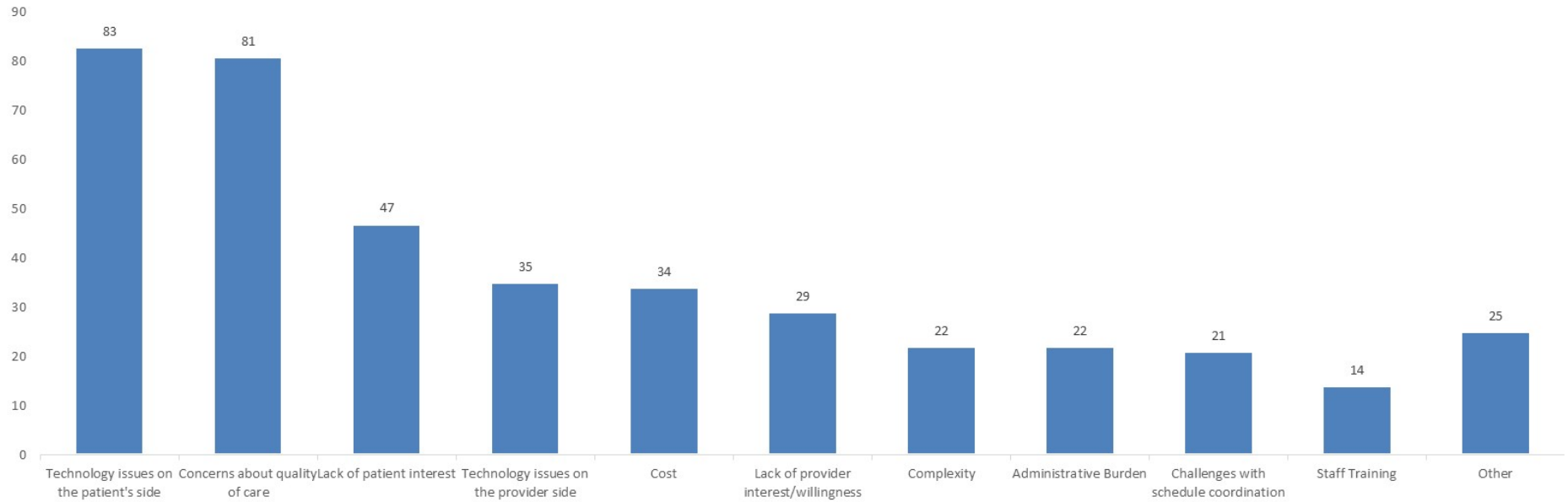


**5b) Comparative responses for same question from LMMA's December 2020 telehealth survey**

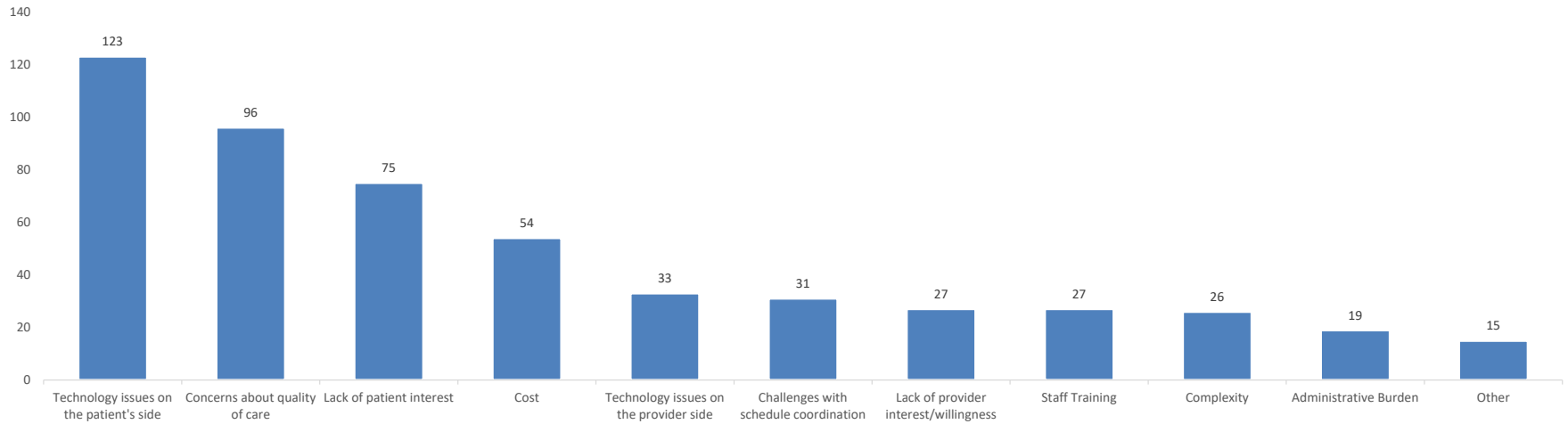
(560 of 1,548 responses included)



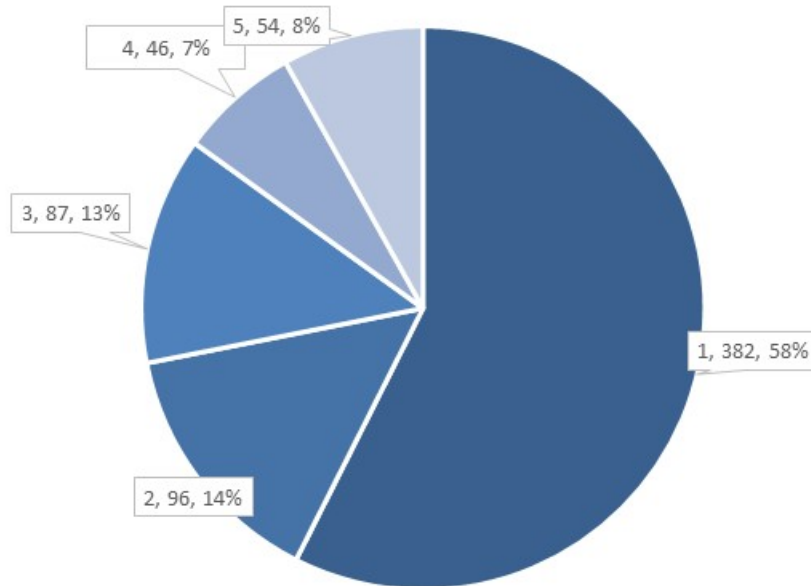
**6a) If you have not utilized telehealth, what barriers, if any, have influenced your decision not to use it?  
(323 of 1,006 responses included)**



**6b) Comparative responses for same question from LMMA's December 2020 telehealth survey  
(244 of 1,548 responses included)**



**7a) On a five-point scale, which of the statements better reflects your opinion on the future of telehealth? One being “Telehealth will become a normal permanent part of our practice”, and five being “Telehealth is a temporary solution to the current crisis, and will not permanently change our practice”.<sup>8</sup>**  
(665 of 1,006 responses included)



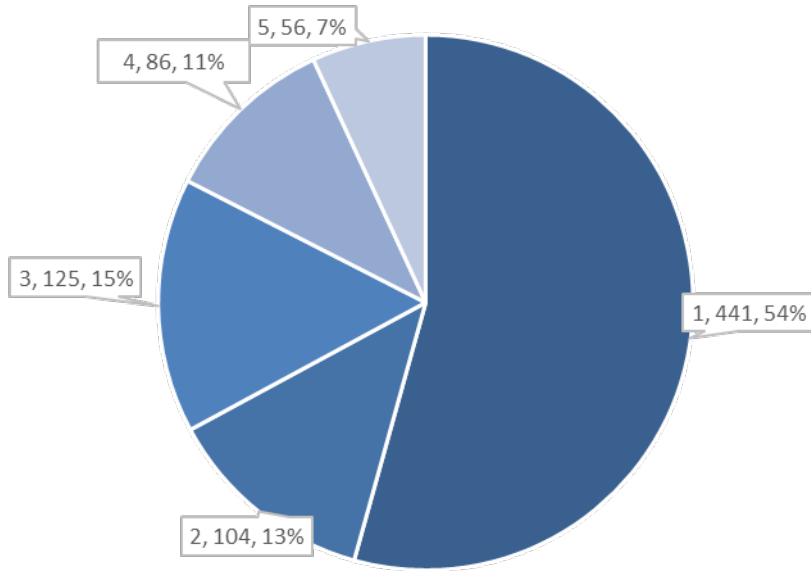
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<sup>8</sup> 179 respondents provided “0” as a response to question #7. Those responses were included with the 382 responses for “1” in the above chart. We believe this best represents the respondents’ intent.



**7b) Comparative responses for same question from LMMA's December 2020 telehealth survey**

(812 of 1,548 responses included)

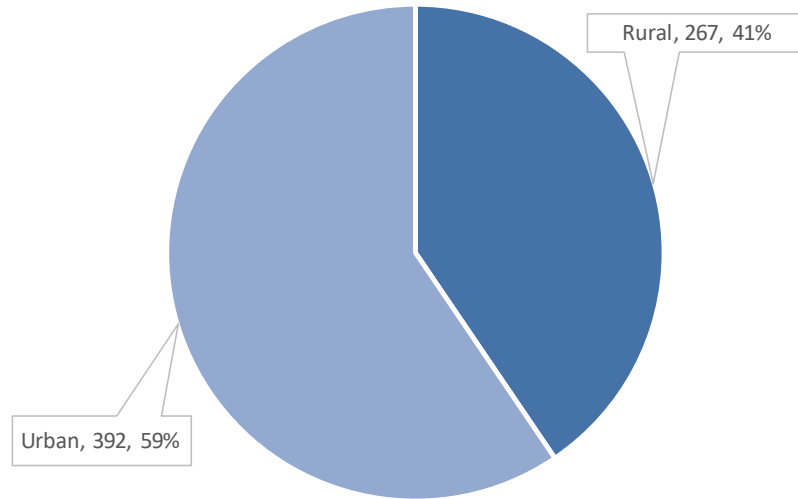


**8) In what parish is your practice located?<sup>9</sup>**  
(665 of 1,006 responses included)

County	Number of Responses	County	Number of Responses	County	Number of Responses	County	Number of Responses
Acadia	10	East Baton Rouge	80	Natchitoches	4	Tangipahoa	21
Allen	3	East Carroll	1	Orleans	67	Terrebonne	10
Ascension	15	Evangeline	5	Ouachita	39	Union	4
Assumption	1	Grant	3	Plaquemines	2	Vermilion	3
Avoyelles	7	Iberia	12	Rapides	33	Vernon	4
Beauregard	4	Iberville	3	Richland	3	Washington	5
Bienville	2	Jackson	3	Sabine	1	Webster	10
Bossier	7	Jefferson	70	St. Bernard	3	West Feliciana	3
Caddo	50	Jefferson Davis	6	St. Helena	2	Winn	1
Calcasieu	20	Lafayette	43	St. James	3		
Caldwell	1	Lafourche	10	St. John the Baptist	4		
Catahoula	3	LaSalle	1	St. Landry	10		
Claiborne	1	Lincoln	8	St. Martin	1		
Concordia	2	Livingston	10	St. Mary	12		
De Soto	2	Morehouse	4	St. Tammany	33		

<sup>9</sup> Parishes are listed in alphabetic order with the number of responses shaded to convey each data point's relative size.

**9) Is your practice in a rural or urban location?**  
(659 of 1,006 responses included)



**Appendix B – Telehealth Follow-up Provider Survey Detailed  
Response Data**

**(“Wakely - LMMA COVID-19 Survey Responses - Appendix B  
(2022.01.25).xlsx”)**