

# Adding Telehealth to the Health Care Toolbox



## A Game Changer for Many Chronic Disease Patients

As the pandemic raged in 2020 and 2021, health care providers across the country accelerated their ability to provide virtual consultations, advice, and other services. This approach was essential to protecting staff and patients from the spread of COVID-19.

This was a significant benefit to chronic disease patients, many of whom are vulnerable to the virus, but also in greater need to maintain healthcare visits.

## Ensuring Smart Expansion of Telehealth

The Chronic Disease Coalition supports the expansion of telehealth services that both improve patients' access to care and provide fair payment for providers.

Leaders in almost half of U.S. states have expanded access to telehealth services at the administrative level. State agencies are now requiring insurers to reimburse providers for virtual visits to the doctor the same way they cover in-person visits. States are also requiring coverage of audio-only visits, or requiring insurers to limit cost-sharing.

## A Lasting Effect of the Pandemic

As the public health emergency subsides, states are looking to make these administrative changes permanent via formal legislation. The Chronic Disease Coalition supports efforts to make telehealth visits more accessible and more affordable for patients nationwide, if the patient and provider have agreed that this is the most effective method of care.



*"Telehealth has been a lifesaver during the pandemic. I don't have to trek out in 20-degree weather for a three-hour bus trip to get an answer that could have been provided online. That was hugely refreshing and helpful; financially, mentally, and physically."*

**Michelle Johnson, Chronic Disease Coalition  
Ambassador, Illinois**

## Interested in learning more?

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