



**COLORADO**  
Department of Health Care  
Policy & Financing

# 2021 Medicaid Provider Rate Review Analysis Report

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## Appendix I – COVID-19 Pandemic Impact on Services



## COVID-19 Pandemic Impact on Services

The 2021 Medicaid Provider Rate Review Analysis Report reviewed service utilization for CY 2019 and does not include data from the COVID-19 pandemic. The Department recognizes that many services were impacted by the COVID-19 pandemic; however, some services may have been disproportionately impacted, including transportation services. It remains to be seen how the COVID-19 pandemic, as well as the increased utilization of telemedicine, will impact health care services in both the short- and long-term. For example, transportation utilization and reimbursement may be directly or indirectly impacted by the increase in telemedicine utilization and expansion of telemedicine benefits, among other factors. However, the full impacts have yet to be captured by current data.

In particular, the Department will continue monitoring transportation services data and identify opportunities, if any, to improve member access to care and provider retention for Medicaid populations, as well as ensure appropriate reimbursement for high-value services.<sup>1</sup>

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<sup>1</sup> The Department is currently working on collecting this data and plans to continue to monitor for up to 24 months, to account for claims data run out, and provide contextual data for a full picture of the impact and where there may be opportunities for improving access to care and provider retention.

