Supplemental Table 1. Pearson Correlation and P-Values for the relationship between the count of Delayed or Missed Care (DMC) indicators and baseline utilization for age 65+ primary care patients with 2+ chronic conditions

|                                | Pearson Correlation | P-Value  |
|--------------------------------|---------------------|----------|
| **Events and payments**        |                     |          |
| Unplanned events               | 0.59                | <.0001   |
| Unplanned event-days           | 0.49                | <.0001   |
| ED Visits                      | 0.5                 | <.0001   |
| Unplanned Hospitalizations     | 0.45                | <.0001   |
| Days in Hospital               | 0.38                | <.0001   |
| Observation stays              | 0.27                | <.0001   |
| Unplanned Medicare Payment Amount ($) | 0.45               | <.0001   |
| **Primary and specialty care visits** |                     |          |
| Primary care total visits      | 0.31                | <.0001   |
| Primary care face-to-face visits | 0.3             | <.0001   |
| Primary care telehealth visits | 0.18                | <.0001   |
| Specialty care total visits    | 0.24                | <.0001   |
| Specialty care face-to-face visits | 0.23            | <.0001   |
| Specialty care telehealth visits | 0.15           | <.0001   |

ED = Emergency Department
Supplemental Table 2. Follow-up utilization for age 65+ primary care patients with 2+ chronic conditions, for pandemic and comparison cohorts, by level of risk from delayed or missed care (DMC)

|                        | 0 or 1 DMC indicator (n=6,559) | 2 DMC indicators (n=8,626) | 3 DMC indicators (n=6,810) | 4 or more DMC indicators (n=6,817) |
|------------------------|-------------------------------|---------------------------|---------------------------|----------------------------------|
| Follow-up in comparison cohort (Pre-COVID) | Follow-up in pandemic cohort (Post-COVID) | Follow-up in comparison cohort (Pre-COVID) | Follow-up in pandemic cohort (Post-COVID) | Follow-up in comparison cohort (Pre-COVID) | Follow-up in pandemic cohort (Post-COVID) |
| N=3,327                | N=4,421                      | N=4,205                   | N=3,415                   | N=3,243                          |
| 2019                   | 2020                         | 2019                      | 2020                      | 2019                             |

**Utilization**

|                                 | 2019 | 2020 | 2019 | 2020 | 2019 | 2020 | 2019 | 2020 |
|---------------------------------|------|------|------|------|------|------|------|------|
| Patient deaths within 9 months of follow-up (%) | 0.5  | 0.5  | 0.94 | 1.2  | 1.1  | 0.72 | 2.3  | 2.5  | 0.59 | 6.6  | 8.1  | 0.025 |
| Unplanned events PMPM x1000, mean (SD) | 17.5 (56.6) | 15.5 (62.2) | 36.5 (96.0) | 27.6 (86.1) | <0.00  | 01  | 60.6 (133) | 46.5 (119) | 1  | 135 (253) | 105 (212) | <0.000  | <0.000 |
| Medicare Payment Amount $ PMPM, mean (SD) | 325 (1,072) | 536 (253) | 481 (755) | 481 (1,346) | 864 (1,350) | 689 (0.06) | 1,684 (2,215) | 1,516 (1,762) | 0.0003 | (3,121) | (3,026) | 0.02  |

**Detailed utilization**
| Event Type            | Days PMPM x1000, mean (SD) | ED Visits PMPM x1000, mean (SD) | Hospitalizations PMPM x1000, mean (SD) | Days in Hospital PMPM x1000, mean (SD) | Observation stays PMPM x1000, mean (SD) | Visit Type |
|-----------------------|----------------------------|----------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|------------|
| Unplanned events     | 37.4 (215) 34.8 (172) 0.60 | 76.9 (294) 75.8 (368) 0.88 139 (470) 117 (425) 0.04 | 1 283 (775) 0.0007 | 4 (41.1) 45.6 (64.6) 26 (55.2) 01 (88.8) (77.1) 1 82 (168) 60.2 (140) | 1 |
| ED Visits            | 11.9 10.7 24.0 17.6 <0.00 | 37.4 28.3 <0.000 <0.000 | 4 (41.1) 45.6 (64.6) 26 (55.2) 01 (88.8) (77.1) 1 82 (168) 60.2 (140) | 1 |
| Observation stays    | 1.6 (13.1) 1.2 (14.4) 0.23 | 3.1 (19.4) 1.7 (14.8) 3 | 5.0 (25.2) 3.7 (21.9) 0.02 | 11.1 (42.3) 7.8 (34.3) | 0.0004 |
| Visit Type total     | <0.00 228 (199) 172 (185) | 1 318 (252) 238 (219) 01 | 391 (302) 294 (268) 1 514 (383) 400 (347) | 1 |
| Primary care face-to-face visits | <0.00 227 (197) 171 (184) | 1 315 (248) 237 (217) 01 | 386(296) 291 (265) 1 496 (373) 382 (335) | 1 |
| Primary care telehealth visits | 0.00 (0.0) 63.9 (98.1) | 0.00 (0.0) 92.8 (123) 01 (0.0) 124 (167) | 1 | 0.00 (0.0) 173 (199) 1 | 1 |
|                               | PMPM x 1000, mean (SD) | Specialty care total visits PMPM x 1000, mean (SD) | Specialty care face-to-face visits PMPM x 1000, mean (SD) | Specialty care telehealth visits PMPM x 1000 mean (SD) |
|-------------------------------|-------------------------|-------------------------------------------------|-------------------------------------------------------|-----------------------------------------------------|
|                               |                         | <0.000                                          | <0.000                                                | <0.000                                              |
|                               | 130 (185) 101 (169) 1   | 193 (223) 168 (237) 01 251 (273) 192 (254) 1   | 322 (338) 260 (312) 1                                 | 319 (338) 258 (312) 1                               |
|                               |                         | <0.000                                          | <0.000                                                | <0.000                                              |
|                               | 0.00 27.7 <0.000 0.00  | 55.7 <0.000 0.00 <0.000 0.00                     | 70.9 (148) 1 0.00 (0.00) 111 (180) 1                  | 0.00 (0.00) 111 (180) 1                              |

ED = Emergency Department; PMPM = Per Member Per Month
Annualized Difference in # of Primary Care Visits per 1000 patients

- Significant
- Not significant

Primary care visits (Pandemic Year - Comparison Year)

Annualized Difference in # of Specialty Care Visits per 1000 patients

- Significant
- Not significant

Specialty care visits (Pandemic Year - Comparison Year)