

VNS Health Study: Telehealth Treatment Program Helped Cut Depression, Anxiety Among MA Beneficiaries



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Medicare Advantage (MA) beneficiaries who participated in a program using Vitalic, a telehealth-based geriatric behavioral health platform, showed significant improvement in depression and anxiety symptoms as well as lower rates of hospital admission and emergency department use compared to those who did not, according to a new pilot [study](#) conducted by VNS Health, a nonprofit home- and community-based health care organization, and Vitalic.

“This proof-of-concept study demonstrates that Medicare Advantage beneficiaries — including dually eligible beneficiaries and individuals with long-term disabilities — with chronic medical conditions and depression, anxiety or social stressors can be proactively identified and rapidly engage in phased-based care delivered remotely by an interdisciplinary behavioral health (BH) team,” authors said. “Those who engage with Vitalic showed a significant improvement in depression and anxiety symptoms, supported by individually tailored behavioral and social interventions.”

The study analyzed data from 143 participants in Vitalic’s program enrolled in VNS Health’s MA plans between December 2024 and July 2025. Those who opted into the study received telehealth care that included coaching/case management, CBT therapy and medication management. Participants reported symptoms of depression and anxiety using Patient Health Questionnaire-9 (PHQ-9) and General Anxiety Disorder-7 (GAD-7), respectively. The results were compared to results from 3,128 eligible VNS Health patients who did not enroll in Vitalic.

Results showed that among Vitalic participants, depression scores (PHQ-9) declined by nearly 4 points and anxiety scores (GAD-7) declined by nearly 3 points over the course of six months. Additionally, ED use decreased from 17.1% to 12.9%, and hospital admissions decreased from 4.3% to 2.9%. With regard

to demographics, 17% of the enrolled cohort was Spanish-speaking, compared to only 3% of the eligible but non-enrolled population. In addition, 32% of participants were from the Bronx, compared to 22% in the non-engaged eligible population.

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