



January 27, 2025

President Donald J. Trump  
The White House  
1600 Pennsylvania Ave. NW  
Washington, DC 20500

Dear President Trump:

As a diverse coalition of more than 40 consumer advocacy health care organizations committed to protecting access to critical telehealth services, Telehealth Access for America (TAFAs) looks forward to working with you to ensure telehealth is safeguarded for the millions of patients and providers who benefit from access to virtual care. Our members appreciate your previous administration's unprecedented commitment to telehealth, which fostered innovation and significant progress toward the future of health care. As you begin your second term, we again emphasize the need to permanently protect telehealth and ask you to work with Congress to ensure millions of patients have access to these innovative health care services.

We thank you for championing telehealth as a vital mode of care for veterans, senior citizens and all patients during your first term, recognizing that virtual care is a "[critical part of our path forward.](#)" Your words were met with action to eliminate regulatory barriers and ensure these services are here to stay, including by granting temporary telehealth flexibilities through Medicare.

Unfortunately, Congress has yet to make these Medicare flexibilities permanent for seniors. Most recently, Congress granted just a three-month extension mere days before millions of patients would have lost access to telehealth. The irresolution regarding telehealth on Capitol Hill is highly troubling for patients who rely on this mode of care and sends a message of uncertainty to health care organizations, innovators, and investors regarding the future of virtual care.

Virtual care remains essential to patients and providers nationwide, and telehealth protections must be made permanent. Given your previous leadership on this issue, we are confident your administration will accomplish this task. Research and telehealth breakthroughs in recent years underscore the opportunity to address patient needs and pave a path toward the future of health care.

**Telehealth has significantly improved patient health outcomes.** A [2024 study](#) conducted a comprehensive literature search to determine how telehealth has revolutionized health care and improved patient outcomes. They found telehealth is "pivotal in transforming health care delivery, improving outcomes, and expanding access to care across varied settings and populations, ensuring sustained benefits post-pandemic." These improvements are particularly evident for seniors, as [research finds](#) that the advantages of telehealth in caring for older adults far outweigh the challenges. Seniors can face serious barriers to care, requiring more frequent visits with a provider despite limited levels of mobility, rising health care costs, and a lack of reliable transportation. When surveyed on senior patient outcomes through telehealth, thousands of health care providers answered that improving health care for older adults was a [top advantage](#) of telehealth. These services are essential in providing quality health services to seniors and patients of every community who require care in the comfort of their own homes.

**Telehealth reduces costs for patients.** Telehealth saves [\\$147 to \\$186](#) per health care visit. Health care no longer requires unnecessary checkups or excessive costs when visiting a provider. As telehealth continues to be a routine option for care, costs will decrease, putting more money back into the pockets of the average patient and taxpayer.

**Telehealth improves access to care and removes traditional barriers.** Through telehealth, even the most rural parts of the country have access to quality care, including specialty care. Patients nationwide, including many with chronic conditions and rare diseases, rely on the expanded access telehealth provides, enabling them to access the specialty care they need without traveling long distances. More options are available than ever to receive tailored treatment for one's health needs. These services are utilized nationwide but primarily assist rural America, as you noted during your first term in office. Research finds that rural patients and health care providers experience [decreased direct and indirect costs for care](#), such as travel costs and time. Telehealth has also improved physician recruitment and retention in rural areas as their workload has become more flexible and manageable.

**Telehealth can help address the opioid use disorder crisis.** Over [six million people in the U.S.](#) have an opioid use disorder. Telehealth is revolutionary in aiding patients with an addiction. [Federal research found](#) that opioid use disorder patients who received telehealth services were more likely to maintain consistent use of medication and had a lower risk of overdose. To fight opioid use disorder, telehealth must be permanently protected and continue to be utilized.

**Millions of seniors rely on Medicare telehealth flexibilities.** The [latest data](#) from the U.S. Centers for Medicare & Medicaid Services (CMS) reveals that nearly six million Medicare beneficiary seniors utilized telehealth in 2023, displaying a consistent, moderate rise in telehealth use among Medicare users. Extensions of your 2020 telehealth expansion have been encouraging in past years; however, this administration has an opportunity to provide certainty to millions of telehealth users and provide a long-term solution. By protecting access to telehealth, your administration can put patients first and encourage the nation by advocating for this bipartisan effort right out of the gate.

**TAFSA encourages the administration to support telehealth by working with Congress to enact permanent telehealth protections that ensure patient access to care, unlock the full potential of telehealth, and spur continued innovation and investments in technology and digital health care service offerings.**

We are confident in the administration's commitment to patients and providers by safeguarding virtual care. Our executive director, Aye Mlinar, and representatives from our member organizations are available as a resource regarding any questions surrounding telehealth or its benefits in our nation's health care.

**On behalf of Telehealth Access for America, we look forward to working together to permanently protect patient access to virtual care.**

Sincerely,

Aye Mlinar

Executive Director  
Telehealth Access for America