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**Important Information about Optum Telemental Health**

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**Better Access, Better Outcomes**

- Expands access to more people in need
- Simplifies access to increase engagement
- Expedites access to improve outcomes

- 66% of Americans would use mobile technology to manage their health.¹
- People who access care more quickly are more likely to engage in their treatment and have better outcomes

Optum member satisfaction on a scale from 1 to 5, with 5 being the best

- 4.20 Overall patient experience
- 4.75 Satisfied with provider

1. 5th Annual Makovsky/Kelton “Pulse of Online Health” Survey, 2015
2. OneDocWay

**Expanding Access**

- Optum has the largest proprietary behavioral virtual visits network in the country
- 26,000+ Behavioral health providers, licensed in every state
- Meet standards aligned with ATA and NCQA
- No Impact to provider reimbursement or member costs

2. Based on Optum analysis and includes more than 1,000 providers using the virtual visit platform now

**BECOME A VIRTUAL VISIT TELEMENTAL HEALTH PROVIDER**

**PROVIDER SEARCH**

LIVEANDWORKWELL.COM

**SCHEDULE**

OPTUM PLATFORM

**VISIT**

OPTUM PLATFORM

- 1,000+ providers available through online scheduling on LiveandWorkWell.com
- Additional 25,000+ In Network providers available for virtual visits in all 50 states

Members can schedule online through LiveandWorkWell.com
- Access virtual visits Provider Search
- Select Provider
- Click Schedule Online

Our virtual visits platform offers a seamless, secure, HIPAA-compliant experience for both members and non-Optum members at no cost.

Providers can also quickly and easily attest to their Telemental health services online on Provider Express.

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**Nothing herein is intended to modify the Provider Agreement or otherwise dictate MH/SUD services provided by a provider or otherwise diminish a provider’s obligation to provide services to members in accordance with the applicable standard of care.**

**This information is provided by Optum Quality Management Department. If you would like to be removed from this distribution or if you have any questions or feedback please contact us at: qmi_emailblast_mail@optum.com (email). Please include the email address you would like to have removed when contacting us.**

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