

## Important Information about Optum Telemental Health

Optum has recently **expanded** its Telemental Health coverage to address the unique obstacles posed by COVID-19. From an expanded list of acceptable software—including our own virtual visits platform—to additional billable CPT codes. Now might be the perfect time to explore the benefits of virtual visits which allows providers to have telehealth sessions with both Optum members and **non-Optum members**.



**Expands** access to more people in need



**Simplifies** access to increase engagement



**Expedites** access to improve outcomes

### Better Access, Better Outcomes



of Americans would use mobile technology to manage their health.<sup>1</sup>



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<sup>2</sup>

**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<sup>2</sup>

**26,000+**

Behavioral health providers, licensed in every state

Meet standards aligned with ATA and NCQA

**No impact to provider reimbursement or member costs**

1. U.S. Department of Health and Human Services Health Resources and Services Administration, Designation: Health Professional Shortage Areas & Medically Underserved Areas/Populations, available at: <http://www.hrsa.gov/shortage>  
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**



**1,000+** providers available through online scheduling on LiveandWorkWell.com

Additional **25,000+** In Network providers available for virtual visits in all **50** states

**SCHEDULE**  
**OPTUM PLATFORM**



Members can schedule online through **LiveandWorkWell.com**

- Access virtual visits Provider Search
- Select Provider
- Click Schedule Online

**VISIT**  
**OPTUM PLATFORM**



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.

*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.*

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