

# Telemental Health Member FAQs

## 1. What is Telemental Health?

Telemental Health is a covered optional treatment modality that uses HIPAA-compliant technology to deliver mental health services, information and education at a distance in real time. Scheduled online appointments with a mental health provider take place via a secured Internet-based connection. Telemental Health clinicians evaluate as well as treat general mental health conditions, such as depression and anxiety. Services include evaluation, therapy and medication management.

## 2. Who is eligible for Telemental Health services?

Members who have behavioral health coverage through Optum have access to our Telemental Health Services. Services are delivered by a network provider who has been authorized by Optum and licensed to deliver Telemental Health Services in the state in which you wish to receive services.

## 3. How are Telemental Health appointments different from in-person visits?

Clinically speaking, Telemental Health appointments are no different from in-person visits. The same standards of care are followed in Telemental Health visits as they are for in-person visits. Studies show that the two are clinically equivalent<sup>1</sup>.

## 4. Do Telemental Health Services have a higher co-pay or co-insurance rate?

Telemental Health Services are subject to the same co-pay or co-insurance rate (after deductible) that would be incurred for an in-person visit. Telemental Health Services are not an add-on benefit but rather an optional treatment modality available to covered Optum members.

## 5. Can I use Telemental Health services for an emergency situation?

Telemental Health is not intended for use in emergency situations. Telemental Health visits require advance scheduling notification. In an emergency situation, call **911** immediately and go to the nearest emergency room for evaluation by an emergency room physician.

## 6. Can the Telemental Health provider write a prescription during an online visit?

Yes, however when it comes to writing and filling prescriptions the provider must be licensed to write prescriptions in the state where you wish to receive services, and must abide by that state's regulatory requirements.

## 7. What equipment or technology do I need to use for Telemental Health Services?

You will need a high-speed Internet connection, such as a cable or DSL connection. Depending on the technical requirements of the particular provider you choose, you may also need a desktop or laptop computer with an updated browser and video capability. Some Telemental Health providers also support the use of smart phones or tablets for Telemental Health appointments. Once you've chosen a provider or provider group for your Telemental Health Services, you may need to set up an account with that provider or group prior to beginning your online sessions.

As a reminder, you have six free EAP visits which can be used for Telemental Health.

## 8. How safe is my information during an online visit?

Network providers delivering Telemental Health Services are required to follow best practices consistent with the American Psychological Association (APA), American Telemedicine Association (ATA) and other best practice guidelines. Therefore industry-standard encryption schemes are applied to all data streams that pass between provider and member to ensure unauthorized third parties cannot record, listen in on or take part during the online visit, and that all member information remains confidential\*.

## 9. How do I schedule a Telemental Health Services appointment?

You may call the provider to determine appointment availability for your first Telemental Health visit. To find a provider offering Telemental Health services in your state, go to [liveandworkwell.com](https://liveandworkwell.com) (please see registration FAQ), choose "Find a Provider," then choose the "TELEMENTAL HEALTH" tab. You may need to set up an account with a new provider or provider group prior to your first appointment.

## 10. How do you complete the registration process?

Register or log on with HealthSafe ID™ OR enter you access code at [liveandworkwell.com](https://liveandworkwell.com)  
Registration is easy.

- It typically takes less than 5 minutes.
- You only have to do it once — quickly sign in with your username and password each time you return.
- You'll need to provide your name, birthdate, ZIP code, email, phone number and either member id or partial social security number.
- We'll ask you to confirm your email and phone number to keep your account secure.

Using a HealthSafe ID gives you access to many of your health benefits with just one username and password. No more multiple passwords for multiple sites. Use it whenever you see the HealthSafe ID name.

# 1-866-248-4096

Register and Log on with **HealthSafe ID™** OR enter your  
Access Code: PayPalUS at [liveandworkwell.com](https://liveandworkwell.com)

1. Hilty DM, Ferrer DC, Parish, MB, Johnston B, Callahan EJ, Yellowlees PM. The effectiveness of telemental health: a 2013 review. *Telemed J E Health*. 2013 Jun; 19(6): 444–454.

\* The service is confidential in accordance with the law.



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