



Now you can engage all your clients with virtual visits, not just Optum members.



# virtual visits

## Expand your access and client base potential by leveraging the latest in telemental health technology

Now you can use one of the leading telemental health platforms to conduct virtual appointments with all of your clients---not just Optum members. In addition to being cost-free for our network providers and members, you'll receive real-time eligibility and benefits information from most major insurance companies and payers.

When you [become a registered user of virtual visits](#), you'll be able to manage your Optum virtual visit clients with in-platform links to Provider Express secure transactions, including benefits and eligibility inquiries, claim submission and inquiry and My Practice management.

## Telemental health effectiveness

Virtual client engagement has been shown to successfully impact issues of access, quality, coordination of care and cost effectiveness. The use of telemedicine, and especially telemental health, has exploded recently, and will continue to grow with more customers and health care consumers requesting the technology.

PLEASE NOTE: The virtual visit platform is free to network providers who have submitted a signed attestation. There is an additional charge for prescribers who choose to use the affiliated ePrescribing software offered in conjunction with the virtual visits platform. There may also be nominal charges for automatic payment and deposit of member's copay through the platform, when applicable. These charges are similar to the service charges for accepting credit card payments in your office.

## Reimbursement model

Optum reimburses providers at the same fee schedule for virtual visit services as for those same services provided during an in-person visit.

Optum also reimburses an originating site fee when code Q3014 is billed by an approved originating site that is contracted for reimbursement of that code.

