



## Virtual visits Expanding and expediting access to care

Optum® Behavioral Health virtual visits are **real-time, video-enabled sessions with a provider** from a desktop or mobile device. Optum is making it easier for individuals to get care in ways they prefer through an extensive virtual visits network of over 39,000 providers across all 50 states.

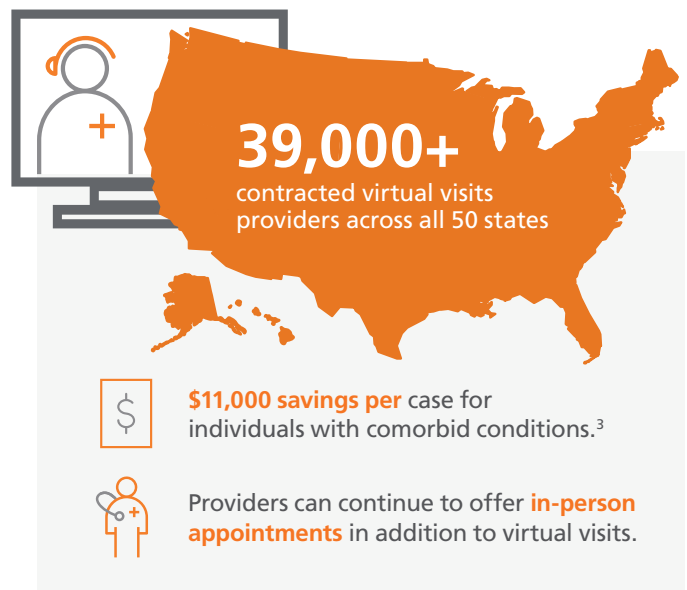
Enabling individuals to see a provider from the convenience of home, work or any other private location expands and expedites access to treatment. Members with faster access to behavioral care have **higher levels of engagement and better treatment outcomes.**<sup>1</sup>

**Clinically equivalent.** Virtual visits have been shown to be clinically equivalent to in-person visits for a wide range of conditions, and are subject to the same ACA and NCQA standards.<sup>2</sup> Unlike some competitors, Optum creates contract arrangements based on proprietary network terms to ensure quality standards are met.

**Care from anywhere.** All members need to get started is a desktop or mobile device with a high-speed internet connection and video capabilities. Providers do not need to be physically located in the same state as the member, giving members even more flexibility.

**Provider flexibility.** Any qualified and attested Behavioral Health network provider can offer virtual visits. Participating providers can use the Optum proprietary platform at no cost to conduct virtual visits and facilitate appointment scheduling for all patients, including Optum members and patients with other insurance plans.

**Cost effective.** Virtual visits have no impact to provider reimbursement or member costs when compared to in-person visits.



### Scheduling a virtual visit on [liveandworkwell.com](https://liveandworkwell.com)



With providers using an **approved alternative platform, network providers** are available to schedule via separate website or telephone.



With providers using the **Optum platform**, providers are available to **schedule, reschedule and conduct a virtual visit** via a **single online tool\*** for all patients, including Optum members and patients with other insurance plans.

\*Provider must be licensed in the member's state.

1. Shigekawa E, et al. The current state of telehealth evidence: A rapid review. *Health Affairs*. 2018 Dec. 1;37(12):1975–1982.

2. National Council for Behavioral Health and the Cohen Veterans Network. *America's Mental Health 2018*. Ketchum Analytics. 2018 (Oct. 10): cohenveteransnetwork.org/wp-content/uploads/2018/10/Research-Summary-10-10-2018.pdf.

3. Pande R, Morris M, Peters A, Spettell C, Feifer R, Gillis W. Leveraging remote behavior health interventions to improve medical outcomes and reduce costs. *Am J Manag Care*. 2015;21(2).

11000 Optum Circle, Eden Prairie, MN 55344

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