Attestation Process for virtual visits: Now Fully-Automated on Provider Express!

We’ve made the virtual visits (Telemental health delivery) attestation process simpler and more convenient than ever. Now, instead of downloading and submitting a paper form you can do it quickly online within the secure transactions area of Provider Express.

If you’re a registered user of Provider Express, great! If not, it only takes a moment to create a user name and password by clicking “First-time User” in the upper right corner of the screen. Registered users of Provider Express can access a whole world of convenient features that make working with Optum a smooth and rewarding experience.

Once logged in, you’ll find the online attestation form under the virtual visits menu selection which is under the My Practice Info tab.
If you already have a virtual visit address assigned to a Tax ID, this will be displayed, as shown below. On Provider Express a provider can only indicate one virtual visit address per Tax ID at this time.

When a virtual visit address has not been assigned to a Tax ID, the option to add one will be available to the you as shown below.
Once you have chosen to add virtual visits, you will then need to select the platform you will be using from the drop-down box, and to which address under your profile you are assigning as virtual visit, or you can choose to add a new address for virtual visits only. If the platform you wish to use is not listed, you will be prompted to send an inquiry to virtualvisitsattestations@optum.com
This screen shot shows how it will appear when you choose to add a virtual visit only address.

If you are an ABA provider with any of the ABA networks, you will be prompted to visit the virtual visit page on Provider Express to complete a “paper” attestation form as you do today.

Please contact virtualvisitsattestations@optum.com with any questions.

Thank you.