



## Frequently Asked Questions

### Optum virtual visits Platform

virtual visits – The Optum Telemental Health Technology Solution ***NOW*** for use with all your clients

*Note: Some features of the application and processes for utilizing the application are subject to change.*

**Q1. Does Optum offer a technology solution for providers wishing to include telemental health into their practice?**

A1. Yes. Optum is offering contracted providers use of an approved Optum telemental health platform, called virtual visits. Use of this platform by Optum contracted providers will be free to network providers who have submitted a signed virtual visits attestation. This platform can be used to provide telemental health services to all your clients. There is an additional charge for prescribers who choose to use the affiliated ePrescribing software offered in conjunction with the virtual visits platform.

**Q2. What is needed to use virtual visits?**

A2. A computer or tablet with a camera and microphone, and a high-speed internet connection is all that is needed to provide virtual visits on the platform. It's optimized for the Chrome, Firefox or Safari browsers. Please note that *Internet Explorer* is not an optimal browser for this technology.

**Q3. Is there a charge to use virtual visits technology solution?**

A3. Optum contracted providers will not be charged a licensing or monthly fee to use this platform. Even better, virtual visits can now be used to deliver telemental health services to all your clients---not just Optum members. There are nominal charges for automatic payment and deposit of member's copay through the platform, when applicable. These charges are similar to other service charges for accepting credit card payments in your office.

**Q4. Can I ePrescribe through virtual visits?**

A4. Yes. Prescribers may purchase a subscription to Rcopia an e-medication management and ePrescribing tool from DrFirst. Providers can subscribe to Rcopia during the Optum platform registration process, or at any time via the Settings tool on the platform. There is an initial \$500 annual subscription fee for using the ePrescribing software and a \$400 annual subscription fee for each subsequent year.

**Q5. Can member charges be collected through the platform?**

A5. The virtual visits platform can provide real-time benefit and eligibility information from most insurance companies. At this time, only applicable member copayments can be collected through the platform. At the time a member schedules an appointment, a real-time electronic eligibility and benefits check is performed to determine the member's cost share when available, and immediately prior to the appointment the applicable copayment---if any---is collected and deposited into the provider's Stripe account.

As with in-person services, any applicable deductible and/or coinsurance will appear on the statement of remittance for the claim, and providers are responsible for billing members for these amounts after the claim has processed.

**Q6. How are copayments collected?**

A6. Providers are required to register with Stripe, an online payment processing service, during the Optum platform registration process. Providers can elect to have copayments deposited into a bank account or be loaded onto a debit card to be sent to the provider monthly.

**Q7. What if I'm having problems with or want to cancel my Stripe account?**

A7. For any questions or technical assistance on your Stripe account, or to cancel your Stripe account, please contact Stripe Support at [support.stripe.com](https://support.stripe.com).

**Q8. Can members view provider schedules on virtual visits?**

A8. Yes. Providers are prompted to set up their online schedule as part of the platform registration process. These schedules can be created, deleted and modified by the provider at any time. Providers are encouraged to set up their schedules as soon as possible after registering for the platform, and to keep the schedules up to date so that members can find available appointment times.

**Q9. Are virtual visit sessions recorded?**

A9. No. Sessions that occur on virtual visits are private and never recorded.

**Q10. Where can I find additional information about virtual visits?**

A10. Please visit our [virtual visits page](#) on *Provider Express*. To register for the platform, please go to [provider.virtualvisits.com](https://provider.virtualvisits.com).