

## Telemental Health Services



Schedule a virtual visit with a doctor or therapist using telemental health/online medical care services available through your health plan.

Your health care plan offers the ability for you to meet with a doctor or therapist online in a private video conference-style appointment. Make an appointment just as if you were scheduling with a mental health clinician at their office. Telemental Health clinicians treat general mental health conditions, such as depression and anxiety. Services include both therapy and medication management.

### How does Telemental Health/Online Medical Care work?

- **Treatment** is provided by doctors and therapists contracted with Optum Behavioral Health to provide therapy and medication management services
- **Services** are confidential
- **Insurance** covers your treatment with the same cost share (co-pay or co-insurance after deductible) as applies to face-to-face visits
- **Prescriptions** can be written and picked up at your local pharmacy
- **Appointments** can be scheduled with your in-network treatment provider if they have completed the telemedicine attestation with Optum or log on to [liveandworkwell.com](https://liveandworkwell.com) to find a Telemental Health provider.

### Why seek treatment online?

People utilize Telemental Health for a variety of reasons:

- Convenience
- You prefer the privacy of talking in your own home
- There aren't many therapists in your area, if you live in an area without easy access to behavioral health

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### Take the first step.

Log on to  
[liveandworkwell.com](https://liveandworkwell.com)

**Access Code: 11280**

Select “**Click here to find Telemental Health Provider**”

Or ask your treatment provider if he/she has completed the telemedicine attestation with Optum and if you are able to schedule an appointment.

Telemental Health is a service supported by your health care plan which means that you have the choice of many in-network mental health providers. Your existing provider may have already completed the telemedicine attestation with Optum and be credentialed to provide telemental health services. If so, just ask how to schedule a Telemental Health appointment.

For your convenience, Optum has partnered with a Telemental Health group to provide easy access to multiple clinicians, both therapists and psychiatrists. All you need is a computer with the most current Firefox or Chrome internet browser and a webcam; and 20-30 minutes to register. Your internet bandwidth must be at least 1.5 Mbps for both upload and download. It is also important to know that it is common practice in Telemental Health to request a credit card for your co-pay or co-insurance after deductible.

For more information

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