



Telemental Health *Frequently Asked Questions (FAQ)*

1. Who can provide Telemental Health (also known as virtual visits)?

Optum Idaho Providers using Telemental Health to provide services must be at least a Masters level clinician who is independently licensed.

2. What services are covered under Telemental Health?

Services with a GT modifier can be provided via Telemental Health. Please consult the Professional Reimbursement Schedule. Optum Idaho covers the delivery of the following behavioral health services by a doctoral level or, independently licensed clinician to include the following:

- Assessment and diagnosis
- Individual or family psychotherapy
- Medication management

3. Does Optum Idaho administer Telemental Health benefits?

Yes. Optum Idaho considers Telemental Health another modality through which members can receive routine behavioral health services. It is not a separate benefit, and member benefits are the same as for in-person visits. Optum Idaho supports both the Site-to-Site model as well as the Direct-to-Consumer model (as permitted by state telehealth regulations).

4. Are there any limitations to delivering Telemental Health?

Yes. Telemental Health may be limited by federal and state regulations around the provision of telehealth services. Providers are expected to know and comply with all state and federal telehealth laws and regulations in the states in which they are licensed. Providers are also expected to follow standards set by their licensure boards, if applicable.

5. Are there professional organizations that have guidelines on Telemental Health?

Yes. The [American Telemedicine Association](#) (ATA) has published approved [practice guidelines](#) and resources for online mental health services. These are also posted on [providerexpress.com](#).

6. Does the delivery of a Telemental Health session pay less than a face-to-face session?

No. Optum Idaho reimburses Providers at the same fee schedule for Telemental Health services as for those services provided during an in-person visit. Optum Idaho also reimburses an Originating Site fee code Q3014 for an Originating Site where the Member is present; and a T1014 for the Transmission Fee where the clinician is located. If the Member receives services at home, the only code to be billed would be the T1014 along with the code for the behavioral health service

7. How are Providers who deliver Telemental Health identified in the Optum Idaho network?

All Providers interested in providing Telemental Health services are required to sign the Telemental Health Attestation. Optum Idaho currently identifies Providers who have attested to following the Telemental Health guidelines in the Live and Work Well Provider Search tool. The attestation is located on providerexpress.com > Clinical Resources > [Optum Telemental Health Platform](#)

8. Are there any specific requirements for the member receiving Telemental Health?

Optum Idaho expects that all Telemental Health services are provided in accordance with applicable state and federal regulations governing the provision of Telemental Health services. As with any service, however, we depend on our clinicians to determine if Telemental Health is the appropriate modality for the member at the time of service. If a member presents and requires services or an evaluation that is most appropriately conducted in person, we rely on our clinicians to make that determination, work with the patient and with Optum Idaho to coordinate the most appropriate care for the patient.

9. Are clinicians who provide Telemental Health services credentialed separately?

No. Clinicians who provide these services follow the standard credentialing criteria for their discipline, but must also sign the Telemental Health attestation to remain in compliance with the posted Telemental Health guidelines.

10. How is the Provider paid for providing Telemental Health services?

Clinicians providing Telemental Health service are paid according to their contracted fee schedule by submitting a claim, including the GT modifier (indicating the service was delivered virtually) to denote the encounter as a Telemental Health session and not a face-to-face session.

11. Does Optum Idaho have a separate contract for Network Providers that deliver Telemental Health services?

Optum Idaho uses the standard contract template for individual or group agreements. All Providers interested in providing Telemental Health services are required to sign the Telemental Health Attestation. The rate for Telemental Health services is the same as for standard face-to-face visits.

12. Does Optum Idaho define parameters in the contracts regarding Provider setting, e.g. where the Provider can deliver Telemental Health?

Yes. These parameters are outlined in the Telemental Health guidelines posted on the portal. Unsecure transmission and services delivered through store and forward or involving the acquisition and storing of clinical information (e.g. data, video, sound) that is then forwarded to or retrieved by another site for clinical evaluation are prohibited at this time. The platform or software used should be secure, HIPAA-compliant and must be approved by Optum Idaho.

13. Does Optum Idaho offer a technology solution for Providers wishing to include Telemental Health into their practice?

Not at this time. However there are many free applications available. Providers may want to check with the Northwest Regional Telehealth Resource Center to see which platforms are HIPAA compliant: <https://www.nrtrc.org/>.

14. Does Optum Idaho have an auditing process in place for the delivery of Telemental Health services?

Yes. Audits may be conducted based on quality of care issues, complaints, incidents, high volume or other issues that may require a review of member care.

15. Who do Providers contact with questions about delivering Telemental Health?

Please contact your Regional Network Manager by calling **1-855-202-0983** x5 or emailing optum_idaho_network@optum.com.

16. Where can I access further information?

For further information please refer to the Provider Alert, Expansion of Telemental Health Services located on optumidaho.com > For Network Providers > Alerts & Announcements > [Expansion of Telemental Health Services](#).