



Virtual visits: Convenient online access to providers

You can meet with a psychiatrist or therapist online through private and secure video-conferencing.

Schedule a virtual visit with a psychiatrist or therapist using secure video-conferencing technology to connect with behavioral health providers in real time through the internet.

Using virtual visits, clinicians can evaluate and treat general mental health conditions, such as depression and anxiety. They can also provide therapy and, when appropriate, prescribe medications.* Treatment is provided by psychiatrists and therapists who are part of the Here4TN behavioral health network.

Virtual visits are subject to the same copays, coinsurance and deductibles as in-person visits.

Virtual visits offer you:

- ✓ Convenient appointments that work with your lifestyle
- ✓ A robust network of psychiatrists and therapists
- ✓ The care you need sooner, in the privacy of your own home*
- ✓ Secure, HIPAA-compliant technology

You can also call 855-Here4TN (855-437-3486) to receive help in finding an appointment.

Take the first step



Go to [Here4TN.com](https://www.here4tn.com).



Select the “**Member benefits**” tab. Then click on the “**Virtual visits**” button.



Find a provider licensed in your state and schedule an appointment online or call directly.

- 1. What are virtual visits?** Optum virtual visits are a covered optional treatment modality that uses HIPAA-compliant technology to deliver mental health services, information and education at a distance in real time. Scheduled online appointments with a mental health provider take place via a secured internet-based connection. Clinicians evaluate as well as treat general mental health conditions, such as depression and anxiety. Services include evaluation, therapy and medication management.
- 2. Who is eligible for virtual visits services?** Members who have behavioral health coverage through Optum have access to our virtual visits services. Services are delivered by a network provider who has been authorized by Optum and licensed to deliver virtual visits services in the state in which you wish to receive services.
- 3. How are virtual visits appointments different from in-person visits?** Clinically speaking, virtual visits appointments are no different from in-person visits. The same standards of care are followed in virtual visits as they are for in-person visits.
- 4. Do virtual visits have a higher copay or coinsurance rate?** Optum virtual visits are subject to the same copay or coinsurance rate (after deductible) that would be incurred for an in-person visit. Optum virtual visits are not an add-on benefit but rather an optional treatment modality available to covered Optum members.
- 5. Can I use virtual visits services for an emergency situation?** Optum virtual visits are not intended for use in emergency situations. Optum virtual visits require advance scheduling notification. In an emergency situation, call **911** immediately, and go to the nearest emergency room for evaluation by an emergency room physician.
- 6. Can the virtual visits provider write a prescription during an online visit?** Yes, however, when it comes to writing and filling prescriptions, the provider must be

licensed to write prescriptions in the state where you wish to receive services, and must abide by that state's regulatory requirements.

- 7. What equipment or technology must I have for virtual visits?** You will need a high-speed internet connection, such as a cable or DSL connection. Depending on the technical requirements of the particular provider you choose, you may also need a desktop or laptop computer with a Chrome or Firefox browser and video capability. Once you've chosen a provider or provider group for your virtual visits, you may need to set up an account with that provider or group prior to beginning your online sessions.
- 8. How safe is my information during an online visit?** Network providers delivering virtual visits services are required to follow best practices consistent with the American Psychological Association (APA), American Telemedicine Association (ATA) and other best practice guidelines. Therefore industry-standard encryption schemes are applied to all data streams that pass between provider and member to ensure unauthorized third parties cannot record, listen in on or take part during the online visit, and that all member information remains confidential.*
- 9. How do I schedule a virtual visit appointment?** If a provider has been certified by Optum to deliver virtual visits as part of his or her service offerings and is accepting new patients, you may call the provider to determine appointment availability for their first virtual visit. To find a provider offering virtual visits in your state, go to [Here4TN.com](https://www.here4tn.com) and select "Virtual visits" on the "Members" tab. You may need to set up an account with a new provider or provider group prior to your first appointment. **You can also call 855-Here4TN (855-437-3486) to receive assistance in finding an appointment.**

*As per state telehealth rules and regulations.



This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.