



PROVIDER ALERT

Expansion of Telemental Health Services

October 30, 2018

Dear Provider:

Optum Idaho is expanding the use of Telemental Health (TMH), also called virtual visits, for behavioral health services. Currently, doctoral level clinicians provide services via Telemental Health. Effective November 1, 2018, independently licensed master's level clinicians will also be able to bill for TMH psychotherapy services, giving members expanded access to behavioral health services throughout the state of Idaho.

TMH services are delivered via a secure two-way, real time interactive TMH system with both audio and video components. Based on the individual needs of the member, the Clinician determines if TMH is the appropriate modality for the member at the time of service. The member can receive TMH services at the office of a practitioner, at a hospital, or at another private, secure location the member chooses, such as their personal residence.

Requirements for Optum Idaho providers to deliver TMH services:

- Independently licensed master's or doctoral level provider
- Sign and return an Optum Telemental Health Attestation. You must receive confirmation from Optum prior to delivering TMH services. The attestation is located on providerexpress.com > Clinical Resources > [Optum Telemental Health Platform](#)
- Abide by Optum's [Telemental Health Checklist Protocol](#) and the American Telemedicine Association's [Practice Guidelines for Video-Based Online Mental Health Services](#), both of which are located on Provider Express > Clinical Resources > [Optum Telemental Health Platform](#)
- Use the current Optum Idaho fee schedule to determine which TMH services are covered by Optum

Optum Idaho's Level of Care Guidelines (LOCGs) are being updated and will be posted on the Optum Idaho website on November 1, 2018. Please review the LOCGs at optumidaho.com > For Network Providers > Guidelines & Policies > [Level of Care Guidelines Documents](#).

The Optum Idaho Provider Manual is also being updated to include this information and will be available online November 1, 2018. The Provider Manual is located on our website: optumidaho.com > For Network Providers > Guidelines & Policies > [Provider Manual](#).

The November 2018 Optum Idaho Medicaid fee schedule is attached with the GT modifier included for services that can be offered via TMH. ACE providers will receive the fee schedule via email from their Regional Network Manager. If you have any questions, please call your Regional Network Manager or email optum_idaho_network@optum.com.

Thank you,

The Optum Idaho Team