



Frequently Asked Questions Telemental Health (TMH) & Telephonic Services for COVID-19 Emergency

Optum Idaho is providing support and resources to help providers as they serve members during the COVID-19 state of emergency. This FAQ will be updated to provide additional information throughout the state of emergency, and providers will be notified when the state of emergency is lifted and routine operational guidance from Optum has resumed.

You may link directly to the answers by selecting your question in the Table of Contents below:

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Agency Closures Moving to Telemental Health/Telephonic

Q1. What steps does my organization need to take if one or more locations are closing temporarily related to the COVID-19 state of emergency?

A1. If your office closes and/or moves to remote locations, please email your Optum Idaho Provider Relations Advocate (listed below) AND also include the optum_idaho_network@optum.com on your email to report closure. For additional information reference the COVID-19 Information Provider Alert dated March 18, 2020.

Information requested includes:

- Closure
- Location(s) closed
- Indicate whether your organization is providing services via remote delivery (TMH/Telephonic)
- Indicate how your closure has been communicated to the members that you serve (e.g. phone calls, letters, text, email, voicemail message and/or a sign on the door)
- Indicate whether you have any continuity of care concerns
- Indicate if there are any updates to contact information resulting from the closure (e.g. change in phone number)

Provider Relations Advocates			
Name	Region(s)	Email	Phone
Karen Kopf	1 & 2	Karen.kopf@optum.com	208.914.2266
Michelle Barker	3 & 4	Michelle.r.barker@optum.com	208.914.2447
Jan Jacobs	4 & 5	Jan.jacobs@optum.com	208.914.2227
Brenda Valle	6 & 7	Brenda.valle@optum.com	612.642.7925

Q2. Can providers serve a person that does not have Medicaid using the Virtual Visits platform?

A2. At this time providers can only serve Medicaid members who are covered by Optum in the Idaho Behavioral Health Plan using Virtual Visits. It is important for a provider to confirm that a member has Medicaid and is covered through Optum using Provider Express prior to an appointment (for example, a member that is dual-eligible may be covered in a different Medicaid plan and could not be served using virtual visits).

Q3. How do I know if my agency has appropriate coverage for telehealth and telephonic services through my insurance carrier?

A3. Providers will need to verify with their General and Professional Liability insurance carrier to confirm that their coverage includes delivery of services via Telemental Health or via telephone, it should also be verified that staff members are covered when they are working at a location that is not the provider office, such as their homes.

Q4. Do I need to complete a Telemental Health/telephonic attestation to provide TMH services during the COVID-19 state of emergency?

A4. During the state of emergency providers are not required to complete the TMH/telephonic attestation. You may begin Telemental Health services immediately. If you would like to complete the TMH attestation to provide services via TMH after the state of emergency is over, please contact your Provider Relations Advocate. Please see the [Provider Alert](#) distributed March 25, 2020 for additional details.

Q5. Is there any training required to provide Telemental Health services during the COVID-19 state of emergency?

A5. Providers are not required but highly recommended to complete any specific Telemental Health training; however, training resources are available on [Relias](#) and virtual [visits Provider Portal Training Guide](#) located on Provider Express.

Q6. How can my organization sign up to provide Telemental Health services?

A6. During the nationwide public health emergency COVID-19, you may provide virtual care to members without signing up to be a virtual visit provider.

If you would like to continue to provide virtual care once the emergency has passed, we encourage you to [register to use our virtual visit technology platform](#). This platform is available for use with no licensing cost or monthly fee. Once you register and submit a signed attestation, members will be able to find you on the Optum virtual visits provider directory view your virtual visits schedule and book appointments.

Q7. What telehealth platforms are available to providers offering Telemental Health services?

A7. Providers are responsible to provide Telemental Health services in accordance with [OCR's Notice](#) and may use:

- HIPAA-approved Telemental Health technologies
- The following platforms may be used during the current nationwide public health emergency: Popular applications that allow for video chats – including Apple Facetime, Facebook Messenger video chat, Google Hangouts video, or Skype may be utilized to provide Telemental Health without risk that OCR might seek to impose a penalty for noncompliance with the

HIPAA rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency.

- Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.
- These platforms should NOT be used: Facebook Live, Twitch, Snapchat, TikTok, and other public-facing video communication applications.

Optum Idaho will notify providers at the time the COVID-19 nationwide public health emergency is determined to be over. At that time providers will resume providing services with policies and regulations applying. Optum does continue to work with the Department of Health and Welfare to ensure any changes and updates are communicated in a timely manner to the Network.

Q8. Does the Virtual Visit platform require banking information?

A8. The Virtual Visits platform does not require banking information from the provider or member.

Billing for Services

Q9. How do I bill for Telemental Health services?

A9. Optum Idaho will reimburse any Telemental Health services provided via a real-time audio and video communication system and can be billed for members at home or another location using the Transmission Fee, H2014 which will need to be included on the claim form.

Optum Idaho will reimburse Telemental Health services which use standard procedure codes such as CPT codes, GT modifier and a Place of Service of 02 for both video-enabled virtual visits and telephonic sessions to indicate the visit was conducted remotely. Additional information can be referenced on the [COVID-19 Information Provider Alert](#) dated March 18, 2020.

Telemental Health Billing with Provider Express:

Authorization number		<input style="width: 100%;" type="text"/>							
Date of Service mm/dd/yyyy*	Place of Service*	CPT Code*	Modifier	Diagnosis Code 1 2 3 4 5 6	Charges*	Unit*	NPI ID*		
03/16/2020	02-Telehealth	90834	GT	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1.00	1	XXXXXXXX		
03/16/2020	02-Telehealth	T1014	GT	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1			
				<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	0.00	1			
Patient paid amount \$					<input style="width: 100%;" type="text" value="0.00"/>				

Q10. How do I bill for Telephonic services?

A10. Optum Idaho will reimburse for telephonic services which use standard procedure codes such as CPT codes and a Place of Service of 02 to indicate the visit was conducted remotely. In this case the Place of Service 02 will be utilized without the GT modifier to indicate telephonic services. Additional information can be referenced on the [COVID-19 Information Provider Alert](#) dated March 18, 2020.

Telephonic Billing with Provider Express:

Authorization number		<input type="text"/>										
Date of Service mm/dd/yyyy*	Place of Service*	CPT Code*	Modifier	Diagnosis Code						Charges*	Unit*	
03/16/2020	02-Telehealth	90834		1	2	3	4	5	6	0.00	1	XXXXXXXX
										0.00	1	
										0.00	1	
Patient paid amount \$ <input type="text" value="0.00"/>												

Services being provided via Telemental Health/Telephonic

Q11. Have there been any changes to the confidentiality requirements?

A11. Providers offering services via TMH or telephonically should take appropriate precaution in regard to confidentiality and privacy, ensuring that software and other IT resources are compliant, staff members are appropriately trained, and members have completed informed consent per Optum telehealth policy. For TMH training and other resources please visit the [Telemental Health](#) page on [Provider Express](#) as well as the [COVID-19 Information Provider Alert](#) dated March 18, 2020.

Q12. Do I need a Telemental Health informed consent?

A12. Providers will need to ensure that their informed consent includes Telemental Health. If it does not include Telemental Health, then an additional informed consent will be required.

Q13. How do I document when a member is unable to sign informed consent or other documents because they are not receiving treatment face-to-face (e.g. telehealth or telephonic)?

A13. Discuss the informed consent and/or other documents requiring signatures with the member. Document in the medical record that a verbal agreement was reached. If your agency is using an electronic signature to obtain signatures from members, document in the medical record that a verbal agreement was reached. Additional information will be communicated to the Network once we

resume in-person sessions.

Q14. What are the supervision requirements for providers utilizing Telemental Health/Telephonic services?

A14. Providers will need to refer to their individual governing body as well as Supervisory Protocol for guidance on supervision.

Q15. What are the requirements for prior authorization?

A15. Optum Idaho has evaluated the requirements for prior authorizations and threshold requirements. Optum Idaho will temporarily extend a member's current authorization for Skills Building/CBRS (H2017) for an additional 30 days to allow them access to the care they need with limited interruption to their episode of treatment and to reduce administrative burden on providers due to COVID-19. This temporary process will be implemented for 30 days effective March 24, 2020 and will be re-evaluated as needed. Additional information can be referenced on the [Skills Building/CBRS Prior Authorization – 30 day extension](#) Provider Alert dated March 24, 2020.

Q16. Is texting an acceptable means of providing services to a member?

A16. Texting has not been approved as an acceptable means of providing mental health and/or substance abuse services.

Q17. Am I able to utilize Telemental Health or Telephonic services for children/teens?

A17. The clinician must determine whether Telemental Health or Telephonic delivery of services is appropriate for each service and each member. It should be noted that some services are not appropriate for TMH or telephonic delivery, as listed in the [COVID-19 Information](#) Provider Alert dated March 18, 2020.

Services that may NOT be offered via TMH or Telephonically	
Code	Service
96372*	Therapeutic, prophylactic, or diagnostic injection (specify substance or drug); subcutaneous or intramuscular. (1 injection = 1 unit)
H0003	Drug/Alcohol Testing; 1 unit = 1 test
S5150	Individual or group respite care; for providers contracted to deliver the service; available to members eligible under the 1915(i) State Plan Option; 1 unit = 15 minutes.
S9485	Crisis Centers – per diem rate that is all-inclusive of professional fees. Agencies may not bill other services while a member is in the Crisis Center.

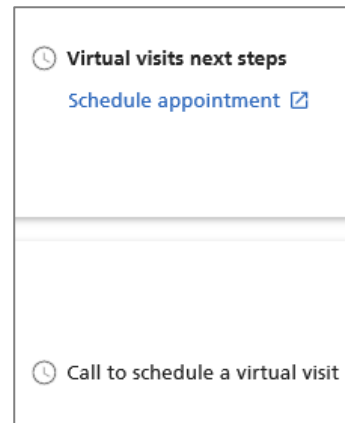
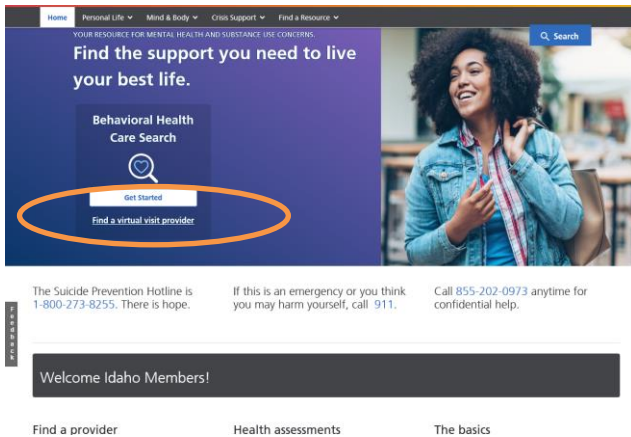
* Members should coordinate with their current provider to determine the best way to meet their therapeutic and medication needs (e.g. Pharmacy-based injection locations).

Q18. Have there been any changes to the CANS requirements?

A18. There have been no changes to the CANS requirements.

Q19. How can a member access Telemental Health services?

A19. Members can access providers offering Telemental health services by visiting *Live and Work Well*. For providers utilizing the virtual visit platform, the member can easily schedule an appointment through *Live and Work Well* by clicking “Schedule appointment”. To schedule an appointment with a provider who is using an alternative platform, the member will need to call the provider directly to schedule an appointment. For additional information, please visit [Provider Express](#).



Additional Information

Optum is providing support and resources to help people stay up to date on coronavirus disease (COVID-19). The Coronavirus (COVID-19) outbreak continues to be an evolving situation nationally as well as in Idaho. Optum Idaho is working closely with the Idaho Department of Health and Welfare to monitor the situation. For further information, please see Additional Resources.

Optum Idaho Operations

Optum Idaho will maintain operations seamlessly, continuing to serve our members and providers.

Member Access & Crisis Line

The Optum Idaho Member Access & Crisis Line will continue to be a resource to members who need assistance. It is available 24 hours per day 7 days per week at 1-855-202-0973 TDD/TTY dial 711.

Additional Resources

- *Official State of Idaho Resources for the Novel Coronavirus:
<https://coronavirus.idaho.gov/>*
- *Please see the “For Providers” tab for provider-specific information on testing for COVID-19 as well as other provider resources.*
- *Centers for Disease Control and Prevention COVID-19 website:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>*

Optum Idaho is continually monitoring this situation and will update these FAQ's accordingly.