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COVID-19 Updates on Offering Telehealth Services for Members

Additional COVID-19 Resources

virtual visits Platform
UnitedHealth Group COVID-19 Member Support
Centers for Disease Control (CDC) Guidance
Live and Work Well Website

In order to make it easier for our members to receive appropriate behavioral health treatment during this challenging time, we are encouraging providers and members to observe social distancing, self or mandated quarantine rules as outlined by the CDC and use our video-enabled virtual visits platform, any HIPAA-approved telehealth technology or telephonic care as long as this method will effectively support the Behavioral Health needs of the individual. You do not need join our virtual visit network in order to be reimbursed for the telehealth services you provide our members. Please continue to use standard CPT codes and a Place of Service of 02 for both video-enabled virtual visits and telephonic sessions to indicate the visit was conducted remotely.

Telephonic Care: For members or providers who do not have access to HIPAA-approved technology required to conduct a video-enabled virtual session, we will now accept telephonic sessions.

Current virtual visit Providers: Please continue to use standard CPT codes and a Place of Service of 02 for virtual visits to indicate the visit was conducted remotely. This will allow claims to process through auto-adjudication without creating manual work, ensuring timely reimbursement.

NEW virtual visit Providers: Optum Behavioral Health is expediting new virtual visits applications for providers to offer virtual care for members who cannot travel to an office visit. To join our network, providers must be currently a participating Optum provider, use HIPAA approved telehealth technology to deliver care and complete a virtual visits attestation form [here](#).

Visit the Provider Express virtual visits Page: [Click here](#) for information regarding participating in or joining the Optum virtual visits network.

UnitedHealth Group COVID-19 response: [Click here](#) to review the UnitedHealth Group press release on its comprehensive response to provide members and patients with COVID-19 support and resources

Optum Behavioral Health is continually monitoring this situation and if any further modifications to our normal processes are necessary to accommodate individuals impacted by COVID-19 we will notify providers immediately. As the COVID-19 situation evolves, we encourage people to stay informed by visiting the CDC website.

Member Resources

If contacted, advise individuals who feel they may have been exposed to COVID-19 to immediately contact their primary care provider for guidance. Telephonic contacts are highly recommended to ensure safe and proper patient handling. UnitedHealthcare has waived all member cost sharing, including copays, coinsurance and deductibles, for COVID-19 diagnostic testing provided at approved locations in accordance with CDC guidelines for all commercial insured, Medicaid and Medicare members. UnitedHealthcare is also supporting self-insured customers choosing to implement similar actions. Additional information for members informing them of this change to support virtual visits and telephonic care is available on the Provider Search page on [LiveandWorkWell.com](#).

Our Emotional-Support Help Line is available to support anyone who may be experiencing anxiety or stress following the recent developments around COVID-19. This free service can be reached at **(866) 342-6892**, 24 hours a day, seven days a week and is open to all. In addition, emotional-support resources and information are available online at [liveandworkwell.com](#).