

Attestation Process for virtual visits: Now Fully-Automated on Provider Express!



We've made the virtual visits (Telemental health delivery) attestation process simpler and more convenient than ever. Now, instead of downloading and submitting a paper form you can do it quickly online within the secure transactions area of Provider Express.

If you're a registered user of Provider Express, great! If not, it only takes a moment to create a user name and password by clicking "First-time User" in the upper right corner of the screen. Registered users of Provider Express can access a whole world of convenient features that make working with Optum a smooth and rewarding experience.

Once logged in, you'll find the online attestation form under the virtual visits menu selection which is under the **My Practice Info** tab.

D Public Horr	ጸ የ	/elcome,	(provider) 🔻 In-N	Network ⑦ Contact Us	🔻 Sign Out
OPTUM [*] Provider Express	Elig & Benefits 🔻	Claims 🔻	Auths *	Appeals *	My Practice Info	More 🔻
Welcome to Provider Express!				Clinician	Information	
Find Member Eligibility & Benefits				License	s and IDs	
My Patients Member ID Search NameIDOB Search				Director	y Attesta on	
Your My Patients List is empty. You can add patients with the Member ID Search or the Name/DOB Search. Once you have added patients to your My Patients, you can select patients from the list for other transactions. The My Patient List will be saved when you log out and restored each time that you log in.				virtual v My Netv	isits by	

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If you already have a virtual visit address assigned to a Tax ID, this will be displayed, as shown below. On Provider Express a provider can only indicate one virtual visit address per Tax ID at this time.

cian information	Practice Information	Licenses and IDs	Directory Attestation	virtual visits				
rtual visits								
u can view the Ta	x ID Numbers that you ha	ve enrolled in the Opt	um virtual visits network.	If you are enrolled in o	ur virtual			
roll in the virtual v	now the practice address isit network, click on the 4	(es) with the virtual vis Add a virtual visit Add	it designation in the onlin ress link and follow the p	e provider directory. If rompts.	you want to			
Tax ID: 5		Courseling Cont			Sa			
Idx ID.		counseiing cent			(4)			
Address			Þ					
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When a virtual visit address has not been assigned to a Tax ID, the

option to add one will be available to the you as shown below.





Once you have chosen to add virtual visits, you will then need to select the platform you will be using from the drop-down box, and to which address under your profile you are assigning as virtual visit, <u>or</u> you can choose to add a new address for virtual visits only. If the platform you wish to use is not listed, you will be prompted to send an inquiry to <u>virtualvisitsattestations@optum.com</u>

To enroll in the Optum virtual v do not find your platform listed elehealth technology platform address. Then, review the Attenetwork.	isits network, please select the telehealth technology platform in the selection box below. If you , it is not one we currently recognize as an approved platform. Once you have selected your , you will need to select one of your existing practice locations or enter a virtual visits only station and click on the I So Attest button to complete your enrollment in the Optum virtual visits
ax Identification Number	
fax ID:	
Select telehealth platform yo	ou are using ★
Select	Couldn't find your platform?
Select	
1docway Adaptive Telehealth AddLive	
Adobe Connect (BAA- required) AdvancedMD	
AmWell anywhere care/iSalus Appia Video (BAA-required)	ann Benavioral Solutions of California ("Optum") may require documentation to verify that I emental Health as outlined below. I will cooperate with an Optum documentation or site audit, it all times applicable, the required criteria.
Arkansas e-Link Network Avaya Scopias	ant that all of the information below is true and accurate at the time of execution hereof and , rm of providing of virtual visits/telemental health services. I acknowledge that I will
mmediately notify Optum upor further agree that Optum has	n discovering that any information provided pursuant to this attestation is untrue and/or incorrect. and will rely on the information in this attestation for my continuation in the Optum network.
am, and will remain, in compl delivery of telemental health, p	iance with all applicable laws, rules, regulations and state board requirements applicable to the rescribing, coding requirements, and documented protocols (e.g., informed consent, emergency



This screen shot shows how it will appear when you choose to add a

virtual visit only address.

Anetwork.				
Tax Identification Number Tax ID: !	-			
Select telehealth platform yo	u are using *			
Adobe Connect (BAA-req	Couldn't find your p	latform?		
Select Address *				
Add a virtual visit only ad	-			
Street Address	City *	State ★	Zip ★	
virtual visit only address		Select *		
Phone Number *		Þ		
Attestation				
I understand that Optum/Optur meet the criteria for delivery of if requested, to verify that I me	nHealth Behavioral Solutions Telemental Health as outline et, at all times applicable, the	of California ("Optum") may require doo d below. I will cooperate with an Optum required criteria.	sumentation to verify that I documentation or site audit,	
I hereby attest, represent and w will remain accurate through th immediately notify Optum upor	warrant that all of the informa te term of providing of virtual a discovering that any informa	tion below is true and accurate at the tin visits/telemental health services. I ackno ation provided pursuant to this attestatio	ne of execution hereof and owledge that I will n is untrue and/or incorrect.	Activate Windows Ge to Settings to activate Windows.

If you are an ABA provider with any of the ABA networks, you will be prompted to visit the virtual visit page on Provider Express to complete a "paper" attestation form as you do today.

Please contact <u>virtualvisitsattestations@optum.com</u> with any questions. Thank you.