

## Did You Know That Telemental Health Services Are Available?

### Are you worried about keeping your appointments with your providers during the COVID-19 outbreak?

Things are changing everyday and doctors and officials are telling us to stay home and stay away from people.

This can be a stressful time. If you need to keep appointments with your providers and don't know how, you may be able to use **Telemental Health**.

Telemental health is covered by Medicaid. It lets you:

- Talk to your provider on-line or on your phone.
- Keep appointments when you can't be around a lot of people. Keeping your appointments helps you have successful treatment.

### If you want to use Telemental Health:

- Call your provider to see if they offer Telemental Health.
- If you are a new member, call the Member Access & Crisis Line at 1-855-202-0973 TDD/TTY: 711. They can help you find a provider that offers these services.
- You may also visit [www.optumidaho.com](http://www.optumidaho.com) and click on "Find a Provider." This will take you to a provider search page. Type in "Telemental Health Capability" and your city and state. This will give you a list of providers who offer Telemental Health.

### Questions?

If you have questions, concerns or need assistance with an issue, please call our Member Access & Crisis Line 24 hours a day, seven days a week where a medical professional stands ready to help 1-855-202-0973 or TDD/TTY hearing impaired resources at 711.

Optum Idaho Member Service representatives are also available to assist you with benefit questions 8:00 am to 6:00 pm MST Monday – Friday.

Optum does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free number 1-855-202-0973. TTY 711.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-855-202-0973.

Chinese: 中文: 您有權利免費以您的語言得到幫助和訊息。如需洽詢一位口譯員，請撥電話 1-855-202-0973。



Once you find a provider who offers Telemental Health you may call them to set up an appointment.

Each provider will use their own technology and will tell you what you need to do so you can use their system.

They should be able to tell you about:

- How and when the sessions will happen
- How they keep records of the sessions
- How to schedule appointments
- Privacy and security
- Potential risks
- Confidentiality
- And any other information they believe you will need to know