



## EAP Virtual Visits Frequently Asked Questions

### **What are virtual visits?**

- Virtual visits are convenient, online appointments that let you see and speak with a therapist.
- Scheduled sessions take place via a secure Internet connection from your home.
- This is an optional way to get counseling through your Employee Assistance Program (EAP).

### **Who is eligible?**

You and your household members with EAP services through UnitedHealthcare or Optum.

### **Are virtual visits different from in-person visits?**

- Virtual visits offer the same services as in-person counseling, such as evaluation, therapy, and so forth.
- Also, virtual visits use the same standards of care as in-person visits.
- Studies show the two methods are clinically equivalent<sup>1</sup>.

### **Is there a fee?**

No. Just like face-to-face sessions, there are no fees. Your EAP (including virtual visits) is a prepaid benefit from your employer.

### **Can you use virtual visits for an emergency?**

- No. The service is not intended for use in emergency situations.
- In an emergency situation, call 911 immediately and go to the nearest emergency room for evaluation by a physician.

### **What equipment or technology do you need?**

- You'll need a high-speed Internet connection, like a cable or DSL connection.
- You may also need a desktop or laptop computer with video capability and an up-to-date browser, depending on your provider.
- You may be able to use your smartphone or tablet, depending on your provider.
- After finding a provider, you'll need to call them to schedule an appointment and discuss their equipment and technology requirements.

### Is your personal information safe?

- All network providers are required to follow best practices consistent with the American Psychological Association (APA), American Telemedicine Association (ATA) and other best practice guidelines.
- This means providers utilize HIPAA-compliant video technology, and industry-standard encryption will be applied to all data streams that pass between you and your provider.
- These practices ensure unauthorized third parties cannot record, listen to or take part in any online session and that member information remains confidential.<sup>2</sup>

### What providers and provider groups offer virtual visits?

Optum features the largest nationwide proprietary network<sup>3</sup> with over 4,500 virtual visits providers located or licensed in all 50 states. You can call your EAP toll free number, or go to [www.liveandworkwell.com](http://www.liveandworkwell.com), to get more information about network providers offering virtual visits.

### How do you schedule an appointment?

#### 1. Phone

- Call your EAP number and an EAP Specialist will find a provider for you.
- Note: Like in-person visits, virtual visits require advance scheduling.

#### 2. Online:

- Log in [liveandworkwell.com](http://liveandworkwell.com)
- Under the “Find a Resource” tab, select “Virtual Visits”.
- Review the “How it works” instructions, then select “Get Started” to find a provider in your state.
- If a provider is accepting new patients, call to set up an appointment.

\*As per state telehealth rules and regulations.

<sup>1</sup> Hilty DM, Ferrer DC, Parish, MB, Johnston B, Callahan EJ, Yellowlees PM. The effectiveness of telemental health: a 2013 review. *Telemed J E Health*. 2013 Jun; 19(6): 444–454.

<sup>2</sup> The service is confidential in accordance with the law.

<sup>3</sup> Based on Optum® competitive analysis (2018).

**This program should not be used for emergency or urgent care needs.** In an emergency, call 911 or go to the nearest emergency room. This program is not a substitute for a doctor’s or professional’s care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.

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