



**San Diego Public Sector  
Telemental Health Requirements and Compliance Attestation**

Provider Name: \_\_\_\_\_

Optum Public Sector San Diego defines telehealth as a method of delivering behavioral health services using interactive telecommunications when the client and the behavioral health provider are not in the same physical location. Telecommunications MUST be the combination of audio and live, interactive video.

**Optum Public Sector San Diego\* (Optum) requires completion and return of this attestation for provision of all telehealth services.**

You must meet all requirements below to deliver services to Fee For Service (FFS) Medi-Cal Beneficiaries and/or Child Welfare Services (CWS) Treatment Evaluation Resource Management (TERM) clients via telehealth. Please review carefully to ensure your practice or organization meets each requirement. Completion and return of this attestation will designate you as a telehealth provider for Optum and indicate you wish to provide services via telehealth. In addition, all other requirements as described in the \*United Behavioral Health, Public Sector, San Diego, Individual Provider Participation Agreement, Provider Handbooks and other policies and procedures are applicable to the provision of telehealth services.

\*Optum Public Sector San Diego formerly known as United Behavioral Health, Public Sector, San Diego

<b>Telemental Health Standards &amp; Requirements</b>
All Telehealth Providers must have a valid and current license or registration issued by their Professional Board in the State where the client is physically located.
A licensee or registrant of this state may provide telehealth services to clients located in another jurisdiction only if the California licensee or registrant meets the requirements to lawfully provide services in that jurisdiction, and delivery of services via telehealth is allowed by that jurisdiction.
All psychotherapy services offered by respective professional board licensees and registrants via telehealth fall within the jurisdiction of the board just as traditional face to face services do. Therefore, all psychotherapy services offered via telehealth are subject to the board's statutes and regulations.
Obtain client - informed consent specific to participation in telehealth under the California Telemedicine Act upon initiation of telehealth services.
Provide the client with his or her license and registration number and the type of license or registration.
Have written protocols to ensure telehealth services meet the requirements of state and federal laws and established patient care standards

Inform clients of the potential risks, consequences and benefits of telehealth, including but not limited to, confidentiality, clinical limitations, transmission difficulties, and the ability to respond to emergencies.
Document reasonable efforts made to ascertain the contact information of relevant resources, including emergency services, in the client's geographic area.
Each time telehealth services are provided the provider must verbally obtain from the client and document the client's full name and address of present location, at the beginning of each telehealth session.
Assess whether the client is appropriate for telehealth, including, but not limited to, consideration of the client's psychosocial situation. For example, the client's skill level in using technology; whether the client can comfortably express himself or herself through a telephonic or online modality; whether the technology allows the provider to identify subtle physical cues, body language, or voice intonations; and, whether the client's personality type, presenting complaints, risk factors, or diagnosis impact the client's suitability for phone or internet therapy. Further, the provider and the client should discuss what strategies and resources will be relied upon in the event of an interruption of services caused by technical difficulties or a potential medical emergency. Ultimately, the appropriateness of providing therapy over the telephone or through video conferencing is something that should be continuously assessed throughout treatment.
Have written protocols for management of urgent/emergent situations
Utilize industry best practices for telehealth to ensure both client confidentiality and the security of the communication medium.
Maintain a complete medical record of all telehealth services provided to beneficiaries/clients
Provide all telehealth sessions through secure and HIPAA compliant technology
Practice must be covered by professional liability insurance for required limits per occurrence and aggregate through self, group or employer and include services performed via telehealth in the coverage territory where the provision of services occurs
Please identify what secure technology you currently use (ex. Breakthrough, Secure Telehealth, American Well, etc.)
The benefits or services being provided are clinically appropriate based upon evidence-based medicine and/or best practices to be delivered via telehealth
The benefits or services delivered via telehealth meet the procedural definition and components of the CPT or HCPCS code(s), as defined by the American Medical Association (AMA), associated with the Medi-Cal covered service or benefit
The benefits or services provided via telehealth meet all laws regarding confidentiality of health care information and a patient's right to his or her medical information

## Virtual Visits, Telemental Health Compliance Attestation

I understand that Optum San Diego Public Sector ("Optum") may require documentation to verify that I meet the criteria for delivery of Telemental Health as outlined below. I will cooperate with an Optum documentation or site audit, if requested, to verify that I meet, at all times applicable, the required criteria.

I hereby attest, represent and warrant that all of the information below is true and accurate at the time of execution hereof and will remain accurate through the term of providing of virtual visits/ telemental health services. I acknowledge that I will immediately notify Optum upon discovering that any information provided pursuant to this attestation is untrue and/or incorrect. I further agree that Optum has and will rely on the information in this attestation for my continuation in the San Diego Fee For Service Medical (FFS) and/or Treatment Evaluation and Resource Management (TERM) Network(s)

<b>Review and Complete this form</b>	<b>Check Box "Yes"</b>
<p>I have confirmed that the videoconferencing technology that will be used to deliver virtual visits is compliant with HIPAA requirements as well as current American Telemedicine Association (ATA) minimum standards including: a minimum bandwidth of 384 kilobits per second, a minimum live video display resolution of 640 x 360 pixels at 30 frames per second. The videoconference equipment conforms to applicable federal and state regulations. The videoconferencing technology I will be using:</p> <p>Name of the telemental health platform you plan to use:</p> <hr style="width: 75%; margin-left: 0;"/>	
<p>I am, and will remain, in compliance with all applicable laws, rules, regulations and state board requirements applicable to the delivery of telemental health, prescribing, coding requirements, and documented protocols (e.g. informed consent, emergency contact information).</p>	
<p>I will provide virtual visits in a private and secure environment. Rooms to be used for virtual visits will have adequate lighting and will be reasonably soundproof for client privacy.</p>	
<p>I will ensure that all documents containing protected health information or personal health information, including prescriptions, are transmitted securely in accordance with all privacy rules including HIPAA.</p>	
<p>I have the appropriate protocols in place and have trained my staff on protocols and procedures related to technical or other types of failure that may disrupt service delivery</p>	
<p>I understand and agree that I must hold and will only provide services when properly licensed according to state requirements for providing services within the state where the client is physically located at the time of the services.</p>	

I and my staff ( <i>if applicable</i> ) are appropriately trained in, and will comply with, proper claim submission procedures, including use of the 02 Place of Service or appropriate modifier per state telehealth billing guidelines for virtual visits, telemental health.	
My malpractice insurance carrier has been notified and has delivered the appropriate rider or proof of coverage for Telemental Health, as applicable to my scope of practice.	

**Provider Information:**

**Group Name (*if applicable*)** \_\_\_\_\_

**Provider First Name** \_\_\_\_\_

**Provider Last Name** \_\_\_\_\_

**License#** \_\_\_\_\_

**Provider Contact Phone Number** \_\_\_\_\_

**Provider Email Address** \_\_\_\_\_

**Provider Main Practice Address** \_\_\_\_\_

**City:** \_\_\_\_\_

**Zip Code:** \_\_\_\_\_

**Individual NPI#(Type 1)** \_\_\_\_\_

**Provider Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

*A Digital Signature will be accepted while special conditions for telemental health requirements established by the State during the COVID-19 are in effect. You may be required to sign another attestation when the standard telemental health requirements are reinstated.*

**Note:** You are not approved to begin Telemental Health until you receive written approval from Optum Public Sector San Diego

Return Completed and Signed Form to:

**Fax: 877-309-4862**

**Email: [sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com)**

**Attention:** Telemental Health Attestation

**Questions: [sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com)**