





How to Join Your Coaching Appointments

AbleTo is now part of Optum Behavioral Care. You will continue getting the care you need. We'll guide you through this change. Here's what's changing and how you can prepare.

Starting January 2026:

- We'll use a new telehealth system called  **athenahealth**.
- All your sessions will be on video. You will join via Athenahealth's video platform.
-  Your AbleTo account and AbleTo app will no longer be used.

1 week before appointment

Sign Up for the Athenahealth Patient Portal

You'll get an email from AbleTo (part of Optum Behavioral Care) with a link to sign up. Use the new portal to:

- Check in and join visits
- Send secure messages to your care and support team

Need help? Call us at **1-866-287-1802 (TTY: 711)**, Monday–Friday, 9:00 AM–8:00 PM ET. We may confirm your email or date of birth.

 **Tip:** You can keep using your AbleTo account to manage appointments until **12/27/2025**.

72 hours before appointment

Complete Self Check-in

72 hours before your appointment, you'll get a self check-in link by email or text from AbleTo (part of Optum Behavioral Care), based on your settings. Finish all the steps **before** your visit:

- Review your information
- Sign new consent forms
- Provide insurance details

For future visits, you'll only update what has changed, like insurance or personal information.


 **Tip:** Self check-in works best on a desktop, but you can use a mobile device too.

Sign New Consent Forms

During self check-in, you need to sign new consent forms—even if you signed them before. Fill out your forms **before** your appointment.

These forms cover:

- Treatment consent
- Telehealth consent
- Electronic communication consent
- Coaching agreement
- And more


 **Tip:** Fill out your forms early, so you can spend more time with your provider.

Morning of your appointment

New Appointment Platform – Video Sessions Only

Starting **January 5, 2026**, all your sessions will be on video. You will use Athenahealth's video platform to join.

On the morning of your session, you'll get a link by email or text from AbleTo (part of Optum Behavioral Care) to join your session. You can also log in to the patient portal to join.

 **Tip:** Update your communication settings in the portal, so you get reminders the way you like.