

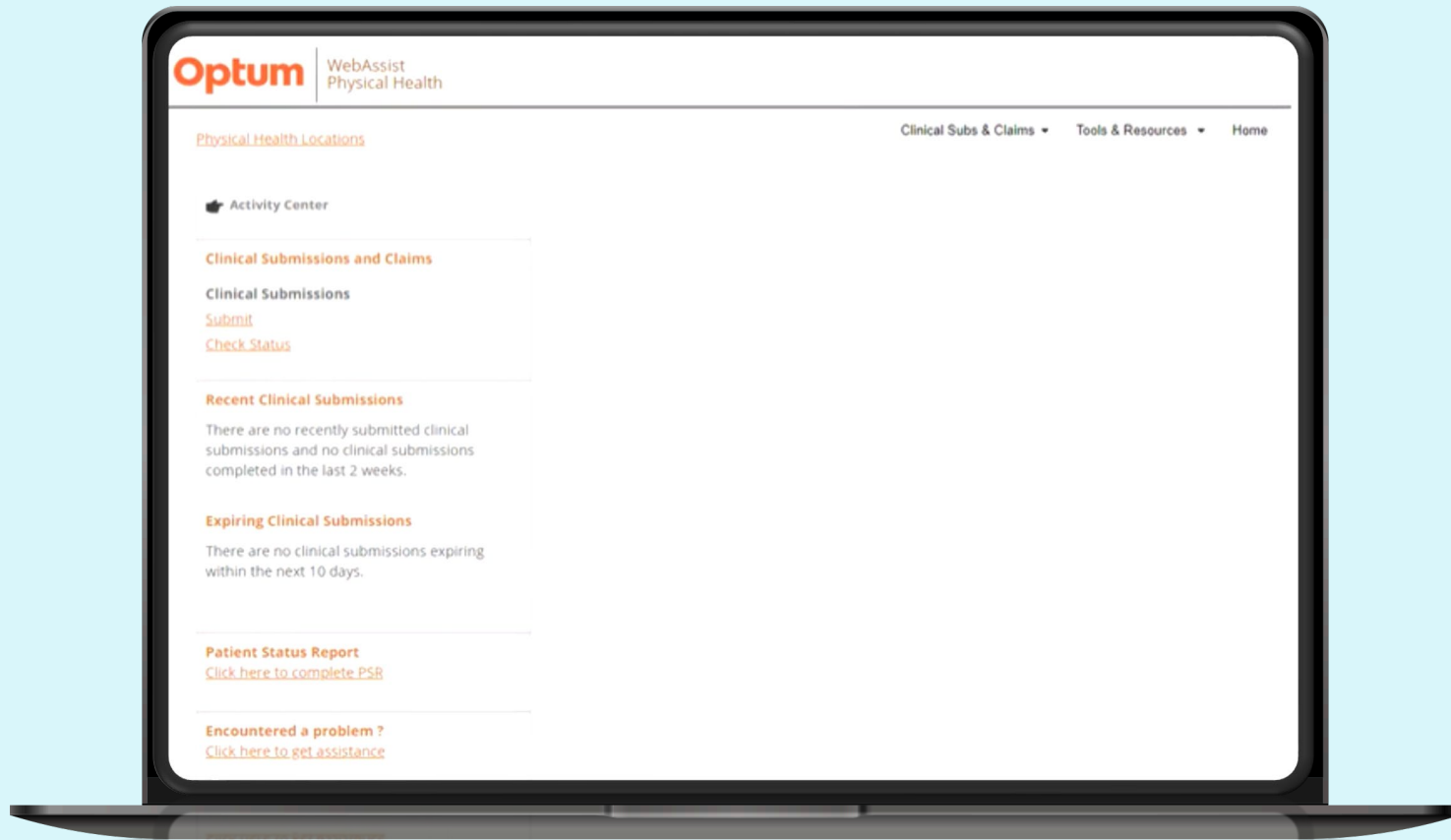


Welcome to WebAssist Optum Provider Portal

Discover How to Submit a PSF-750 Online

Published November 2024

Online Submission of the Patient Summary Form (PSF-750) is Required



The following directions will assist in making the online submission process easy and convenient for you and your staff.

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UHC Provider Portal - Login

From uhcprovider.com, click 'Sign in to the UnitedHealthcare Provider Portal'

You will then be prompted to sign in using your One Healthcare ID

Members [New User & User Access](#) Search

United Healthcare Eligibility and Referrals Prior Authorization Claims and Payments Our network [Resources](#) **Sign In** 1

Sign in to the UnitedHealthcare Provider Portal

Need access to the UnitedHealthcare Provider Portal? [New User & User Access](#)

March 15, 2024 at 6:00 PM CT
Important Update -- Change Healthcare is experiencing a cyber security issue. Once we became aware of the outside threat, in the partners and patients, we took immediate action to disconnect our systems to prevent further impact.
Register for a Temporary Funding Assistance Program [webinar](#) or learn more on their [website](#), and find more information on

English

Sign In

One Healthcare ID or Email Address

Forgot One Healthcare ID?

Continue

OR

Create One Healthcare ID

Manage My One Healthcare ID

Chat with support Help Center

Secure your account by moving away from Passwords

Having trouble remembering your passwords? Switch to Authenticator for secure, convenient and hassle free sign in.

Get Started

Do not bookmark this login page. Instead, bookmark [UHCprovider.com](https://uhcprovider.com) then click "Sign In" next time you want to log in.

UHC Provider Portal – Prior Authorizations

Once logged in, select
'Prior Authorization'

The screenshot displays the United Healthcare Provider Portal interface. At the top left is the United Healthcare logo. To its right is a search bar. Further right are navigation links for 'Training & Support', 'Practice Management', 'TrackIt', and a user profile for 'Beth'. Below these are dropdown menus for 'Payer' (87726 - UnitedHealthcare) and 'Provider' (Parkview Medical Center). A dark blue navigation bar contains several menu items: 'Eligibility', 'Claims & Payments', 'Referrals', 'Prior Authorizations' (highlighted with a red box and a red arrow), 'Clinical & Pharmacy', 'Documents & Reporting', and 'Additional Tools'. Below the navigation bar, there are three summary cards: 'Access Requests', 'Pending user requests' (with a green checkmark and '0'), and 'Expiring user requests' (with a green checkmark and '0'). A 'Welcome,' message follows, with a note to verify 'payer information' and 'provider information'. A yellow alert box states: 'Gold Card qualification status is now available. The UnitedHealthcare Gold Card program recognizes providers who meet the qualification requirements. Click here to see Gold Card status by tax ID'. Below the alert is an 'Action Required' section with a star icon and a '0' badge. It includes a checkbox for 'Show only items that require action'. At the bottom, there are two summary boxes: 'Claims Documentation Edits' with '0 Expiring Soon' and 'Admission' with '0 Expiring Soon'.

UHC Provider Portal – Prior Authorizations

From the Select prior authorization type for submission drop down menu choose, 'Physical health (physical therapy, occupational therapy, speech therapy and chiropractic'

The screenshot displays the UHC Provider Portal interface for Prior Authorizations. At the top, there is a navigation bar with the United Healthcare logo, a search bar, and user information (Beth). Below this is a secondary navigation bar with tabs for Eligibility, Claims & Payments, Referrals, Prior Authorizations, Clinical & Pharmacy, Documents & Reporting, and Additional Tools. The main content area is titled 'Prior Authorizations and Notifications' and includes a 'Required' indicator. Two primary sections are visible: 'Is prior authorization needed?' and 'Create a new prior authorization submission'. The 'Is prior authorization needed?' section offers two options: 'Check by code' (selected) and 'Check by member'. The 'Create a new prior authorization submission' section shows the currently selected provider as 'Parkview Medical Center' and prompts the user to select a request category. A dropdown menu for 'Select prior authorization type for submission' is highlighted with a red box, showing the selected option: 'Physical health (physical therapy, occupational therapy, speech therapy and chiropractic)'. A 'Continue' button is located at the bottom of this section.

UHC Provider Portal – Prior Authorizations

Once you've selected 'Physical health (physical therapy, occupational therapy, speech therapy and chiropractic)', from the first drop down menu, you will be prompted to select the plan type.

Select 'Medicare' from the Select plan type drop down menu and click Continue.

United Healthcare

Training & Support ▾ Practice Management ▾ TrackIt Beth ▾

Search

Payer **87726 - UnitedHealthcare** ▾ Provider **Parkview Medical Center** ▾

Eligibility Claims & Payments ▾ Referrals **Prior Authorizations** Clinical & Pharmacy ▾ Documents & Reporting ▾ Additional Tools

Home / Prior authorizations & notifications Required Medical Documentation

Prior Authorizations and Notifications

Shortcuts to page sections: [Create new prior authorization](#) | [Peer-to-peer and drafts](#) | [View existing and flagged](#) | [Guidelines & resources](#)

Required *

Is prior authorization needed?

Check by code

Check by procedure code(s), product type, state and diagnosis. Applies to medical services only.

Product type *

Continue

Your search is not a request for prior authorization, nor is it a notification to UnitedHealthcare.

[Looking for behavioral health information?](#)

Check by member

Check by member Continue

Check by member, procedure code(s) and case details to generate a reference number (Decision ID). Applies to medical services only.

Excludes Rocky Mountain Health Plan members.

Create a new prior authorization submission

Currently selected provider: **Parkview Medical Center** [Edit](#)

Select a request category to **create a new prior authorization**. For some category types, such as radiology and cardiology, you will also be able to use this search to **view submission status**.

Select prior authorization type for submission *

For Commercial members please submit physical health requests (physical therapy, occupational therapy, speech therapy and chiropractic) through the Optum Physical Health Portal.

Select plan type *

Continue

UHC Provider Portal – Redirect Notice

You will receive a message that you are being redirected.

If you are not automatically redirected in 5 seconds, click the continue button.

The screenshot shows the UnitedHealthcare Provider Portal interface. At the top, there is a navigation bar with the UnitedHealthcare logo, a search bar, and user information (Beth). Below the navigation bar, there are tabs for Eligibility, Claims & Payments, Referrals, Prior Authorizations, Clinical & Pharmacy, Documents & Reporting, and Additional Tools. The main content area is titled 'Prior Authorizations' and includes a 'Check by procedure code' section. A modal dialog box is overlaid on the page, titled 'You are being redirected.' with a close button (X) in the top right corner. The dialog contains an information icon (i) and the text: 'For the best experience, please enable popups for the UnitedHealthcare Provider Portal.' Below this, it states: 'You are now leaving the UnitedHealthcare Provider Portal and being redirected to submit your physical therapy (PT), occupational therapy (OT), speech therapy (ST) and chiropractic therapy (CT) prior authorization or notification request. If you are not automatically redirected in 5 seconds, please click the Continue button.' A 'Please note:' section follows, with a list of instructions: 'The Prior Authorization and Notification main menu will still be available behind the new window; when you're ready to return to the portal, simply close this window', 'For security purposes, if you've been inactive for more than 30 minutes, the portal will automatically sign you out; you will need to sign in again to access the website', and 'If your portal session expires, you **won't** be automatically signed out of the UnitedHealthcare physical therapy (PT), occupational therapy (OT), speech therapy (ST) and chiropractic therapy (CT) request website'. A 'Continue' button with a circular arrow icon is located at the bottom right of the dialog box.

Optum Provider Portal

Once successfully redirected from the UnitedHealthcare provider portal, you will be presented with the Optum Provider Portal.

This Medicare User Guide will be available to you, each time you log in.

Optum WebAssist Physical Health

Welcome Change Provider Help Sign Out

Physical Health Locations Clinical Subs & Claims Tools & Resources Home

Activity Center

Clinical Submissions and Claims

Clinical Submissions

[Submit](#)

[Check Status](#)

Recent Clinical Submissions

There are no recently submitted clinical submissions and no clinical submissions completed in the last 2 weeks.

Expiring Clinical Submissions

There are no clinical submissions expiring within the next 10 days.

Patient Status Report

[Click here to complete PSR](#)

Encountered a problem ?

[Click here to get assistance](#)

Informational Center

Medicare User Guide >

Determine if Clinical Submission is Required

To determine if your UnitedHealthcare (UHC) member requires clinical submission, click on the Tools & Resources menu, then click UHC Medicare Quick Group Check.'

The screenshot displays the Optum WebAssist Physical Health interface. At the top, there is a navigation bar with 'Welcome', 'Change Provider', 'Help', and 'Sign Out'. Below this, the Optum logo and 'WebAssist Physical Health' are visible. The main content area is divided into two columns. The left column, titled 'Physical Health Locations', contains sections for 'Activity Center', 'Clinical Submissions and Claims' (with links for 'Submit' and 'Check Status'), 'Recent Clinical Submissions' (stating no submissions in the last 2 weeks), 'Expiring Clinical Submissions' (stating no submissions expiring in the next 10 days), 'Patient Status Report' (with a link 'Click here to complete PSR'), and 'Encountered a problem?' (with a link 'Click here to get assistance'). The right column, titled 'Informational Center', features a 'Medicare User Guide' section with a link to 'Medicare User Guide'. A dropdown menu is open over the 'Tools & Resources' link in the top navigation bar, showing options: 'Medicare User Guide', 'UHC Medicare Quick Group Check', and 'Home'. A red arrow points to the 'UHC Medicare Quick Group Check' option.

Determine if Clinical Submission is Required

The UHC Medicare Group Check requires entering the member's group/policy number to verify clinical submission requirements.

Enter the member's group/policy number, then click 'Submit'.

Clinical Submission requirements will be displayed below.

The screenshot shows the Optum WebAssist Physical Health interface. At the top, there is a navigation bar with 'Welcome', 'Change Provider', 'Help', and 'Sign Out'. Below this is the Optum logo and 'WebAssist Physical Health'. A secondary navigation bar contains 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. The main content area is titled 'Physical Health Locations' and features a left-hand menu with various links such as 'Network News', 'Operations Manuals', 'Plan Summaries', 'Fee Schedules', 'State Regulatory Addendums', 'Patient Satisfaction Result', 'Patient Satisfaction CAHPS Tutorial', 'CAHPS Survey Methodology', 'Forms', 'Patient Status Report Reference Guide', 'Electronic Claims', 'UHC Quick Group Check', 'M&R Quick Group Check', 'Reimbursement Policies', 'California Language Assistance Information', 'CMS Fraud, Waste & Abuse Provider Training', and 'Download 835 Electronic Remittance Advice File'. The 'M&R Quick Group Check' section is highlighted, showing a form with a 'Member's Group Number' field containing '71911'. A red circle labeled '1' highlights the input field, and another red circle labeled '2' highlights the 'Submit' button. Below the form, a message states: 'Clinical submission is required for Group 71911 members. Click here to continue the online submission.' A 'Physical Health Provider Support' banner at the bottom left includes a 'Click here for live chat' link.

Submit a PSF Electronically

To submit the PSF-750 electronically, in the Activity Center, click 'Submit' under Clinical Submissions.

The screenshot displays the Optum WebAssist Physical Health user interface. At the top, a dark navigation bar contains 'Welcome |' on the left and 'Change Provider', 'Help', and 'Sign Out' on the right. Below this, the 'Optum WebAssist Physical Health' logo is visible. A secondary navigation bar includes 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. The main content area is divided into several sections: 'Activity Center' (with a red box around the icon), 'Clinical Submissions and Claims' (with a red arrow pointing to the 'Submit' link), 'Recent Clinical Submissions' (stating no submissions in the last 2 weeks), 'Expiring Clinical Submissions' (stating no submissions expiring in the next 10 days), 'Patient Status Report' (with a link to complete the PSR), and 'Encountered a problem?'. The 'Submit' link is highlighted with a red box.

Submit a PSF electronically – Patient Information

For established patients, pick their name off the patient list, which is in alphabetical order by last name. Their demographics will then populate in the form on the right.

For a new patient fill out the patient demographics section in the blank form.

If you have an established patient who has changed his/her name, address, or health insurance plan, complete a **new submission**, and include the new information as you would for any other new patient.

Once the PSF is processed the patient's name with the new information will show up on your patient list.

The screenshot shows the Optum WebAssist Physical Health interface. At the top, there is a navigation bar with the Optum logo and 'WebAssist Physical Health'. Below this, there are several menu items: 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. A secondary navigation bar contains 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. The main content area is titled 'Patients' and features a 6x6 grid of letters (A-Z) for selecting a patient. Below the grid is a search bar labeled 'Test Patient'. To the right, there is a section for 'Currently Selected Patient' with a 'None' status and a 'Clear Patient' button. Below this is a section titled 'SUBMIT A PATIENT SUMMARY FORM' with a 'Physical Health Provider Support' chat icon. The form includes a paragraph of text about urgent care and a phone number (877-271-6809). The form fields are organized into two main sections: 'Patient's Demographic Section' and 'Plan/Group Information'. The demographic section includes fields for Last Name, First Name, MI, Gender (Male/Female), DOB (mm/dd/yyyy), ID#, Address, City, State (dropdown), and Zip. The Plan/Group Information section includes a 'Plan' dropdown and a 'Group Number' field.

Submit a PSF electronically – Patient Information – Group Number

The Group Number is a required field.

If you try to proceed without entering a group number, you will receive an alert advising that the group number is required.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, the Optum logo and 'WebAssist Physical Health' are visible. A navigation bar includes 'Physical Health Locations', 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. A 'Patients' section features a keyboard-style character selection grid. Below this is a 'SUBMIT A PATIENT SUMMARY FORM' section with a 'Patient's Demographic Section' containing fields for Last Name, First Name, MI, Address, City, State, Zip, Gender (Male/Female), and DOB (mm/dd/yyyy). A 'Plan' dropdown is set to 'UnitedHealthcare Medicare'. The 'Group Number' field is highlighted with a red box and contains the value '12345'. An error alert box is overlaid on the top right, stating: 's1-stg-webassist-ph.uhc.com says: The Group number you entered does not contain 5 characters, please try again.' with an 'OK' button. A red arrow points from the alert to the Group Number field.

Submit a PSF electronically – Patient Information – Group Number

Once you enter a group number, and that group number requires submission, you will receive a message that clinical submission is required and will be prompted to select the office location for the submission.

If the group does NOT require submission, you will receive a message that clinical submission is not required, and no office locations will populate. You will be unable to move forward with the submission process.

The image displays two screenshots of the Optum WebAssist interface for submitting a Patient Summary Form (PSF). Both screenshots show the 'Physical Health Locations' section with a 'Patients' list and a 'Currently Selected Patient' field. The main form is titled 'SUBMIT A PATIENT SUMMARY FORM' and includes a 'Patient's Demographic Section' with fields for Last Name, First Name, MI, Address, City, State, Zip, Gender (Male/Female), and DOB (mm/dd/yyyy). Below this, there are fields for 'Plan:' (UnitedHealthcare Medicare) and 'Group Number' (12345). A red box highlights a message: 'Clinical submission is required for Group 12345 members.' Below this, a dropdown menu for 'Office Location with TIN number' is highlighted with a red box and arrow, showing the text 'Please select your Clinic Address'. The bottom screenshot shows the same form but with 'Group Number' 01234. A red box highlights a message: 'Clinical submission is not required for Group 01234.' Below this, the same dropdown menu is highlighted with a red box and arrow, showing the text 'Please select your Clinic Address'.

Submit a PSF Electronically – Patient Information – Plan Name

In the Plan section, select 'UnitedHealthcare Medicare' from the dropdown.

The screenshot shows the Optum WebAssist Physical Health interface. At the top, there is a navigation bar with 'Welcome', 'Change Provider', 'Help', and 'Sign Out'. Below this is the Optum logo and 'WebAssist Physical Health'. The main navigation includes 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. A secondary navigation bar contains 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. The 'Patients' section features a grid of letters (A-Z) for patient selection and a 'Currently Selected Patient' dropdown set to 'None'. A message states 'Begin by entering the patients information or select an existing patient from the Patients list.' Below this is a 'SUBMIT A PATIENT SUMMARY FORM' section with a warning: 'Providers may request a visit on an urgent basis if the Department of Labor urgent care definition is met. Care may qualify as urgent if the application of the time period for making a non-urgent care determination could seriously jeopardize the life or health of the patient or the ability of the patient to regain maximum function. A determination for urgent care will be issued within 24 hours of Optum receiving all required information.' A 'Physical Health Provider Support' chat button is also present. The 'Patient's Demographic Section' includes fields for Last Name, First Name, MI, Address, Gender (Male/Female), ID#, DOB (mm/dd/yyyy), City, State (dropdown), and Zip. At the bottom, the 'Plan' dropdown is highlighted with a red box, and a red arrow points to the 'UnitedHealthcare Medicare' option.

Submit a PSF electronically – Provider Office Information

After selecting an existing patient, or entering your new patient information, you must select the office location where the patient is being treated.

Once you select the location, the remainder of the electronic PSF-750 will display.

Optum WebAssist Physical Health

Physical Health Locations

Clinical Submission

Member Eligibility Submit a Clinical Submission

Patients

Verify the patient's information is correct, and then select your office location to begin completing the clinical submission form.

Test,Test

Physical Health Provider Support
Click here for live chat >>

SUBMIT A PATIENT SUMMARY FORM

Patient's Demographic Section

Last Name: Test First Name: Test

Gender: Male Female

DOB (mm/dd/yyyy):

ID#:

Plan: UnitedHealthcare Medicare

Clinical Information

Office Location with TIN number: Please select your Clinic Address

Optum WebAssist Physical Health

Physical Health Locations

Clinical Submissions & Claims Tools & Resources Home

Member Eligibility Submit a Clinical Submission Clinical Submission Status

Patients

Test,Test

Physical Health Provider Support
Click here for live chat >>

Patient Summary Form

Patient Information

Last Name: Test First Name: Test MI: Gender: M DOB: 01/01/1962

Address: 123 Test City: Test State: CO Zip: 97814

ID# 1111111111 Health Plan: UnitedHealthcare Medicare Group Number:

Referral Information

Physician: (if applicable) Date Issued: (if applicable) mm/dd/yyyy Referral Number: (if applicable)

Provider Information

John Christopher, DC,MT,LAC Office Location: 99999 Test, Denver, CO - *****8884

*Credentials: MD/DO DC OT PT ATC MT ST Other

*Setting: Is this Home Care Setting? Yes No

Would you like to attach additional documents to this Clinical Submission? Upload/New Documents Upload Instructions

Is this an Administrative Correction to a Previous Submission?

Provider Completes This Section

*Date you want THIS submission to begin: mm/dd/yyyy *Number of visit(s) within past 90 days:

*Requested duration in weeks: *Requested number of visits:

*Patient Type:
 1. New to your office 2. Rec'd, new injury 3. Rec'd, new episode 4. Rec'd, continuing care

*Nature of Condition:
 1. Initial onset (within last 3 months) 2. Recurrent (multiple episodes of + 3 months) 3. Chronic (continuous duration + 3 months)

*Cause of Current Episode:
 Traumatic Unspecified Repetitive Post-surgical Work related Motor vehicle

*Anticipated CMT Level:

Submit a PSF electronically – Clinical Information



Enter all required the clinical information within the electronic form.

Optum WebAssist Physical Health

[Physical Health Locations](#) [Clinical Subs & Claims](#) [Tools & Resources](#) [Home](#)

[Member Eligibility](#) [Submit a Clinical Sub](#) [Clinical Sub Status](#)

Patients

A	B	C	D	E	F
G	H	I	J	K	L
M	N	O	P	Q	R
S	T	U	V	W	X
Y	Z				

Test Test 01/01/1962

[Physical Health Provider Request](#)
Click here for live chat »

Patient Summary Form

Patient Information

Last Name: First Name: MI: Gender: DOB:

Address: City: State: Zip:

ID# Health Plan: Group Number:

Referral Information

Physician: (of applicable) Date Issued: mm/dd/yyyy Referral Number: (of applicable)

Provider Information

John Chiropractor, DC,MT,LAAC Office Location:

*Credentials: MD/DO DC OT PT ATC MT ST Other

*Setting: Is this Home Care Setting? Yes No

Would you like to attach additional documents to this Clinical Submission? [Upload/View Documents](#) [Upload Instructions](#)

Is this an Administrative Correction to a Previous Submission?

Provider Completes This Section

*Date you want THIS submission to begin: mm/dd/yyyy *Number of visit(s) within past 90 days:

*Requested duration in weeks: *Requested number of visits:

*Patient Type:
 1-New to your office 2-Est'd, new injury 3-Est'd, new episode 4-Est'd, continuing care

*Nature of Condition:
 1-Initial onset (within last 3 months) 2-Recurrent (multiple episodes of < 3 months) 3-Chronic (continuous duration > 3 months)

*Cause of Current Episode:
 Traumatic Unspecified Repetitive Post-surgical Work related Motor vehicle

*Anticipated CMT Level:

Submit a PSF Electronically



The requested duration in weeks should be the **total number of weeks** of this requested treatment plan.

The requested number of visits should be the total number of visits, not the frequency of visits requested per week. (*i.e. 2 times per week for 8 weeks, equals 16 visits.*)

Provider Information

John Chiropractor, DC,MT,IAE Office Location: 999999 Test, Denver, CO - *****8984

*Credentials: MD/DO DC OT PT ATC MT ST Other

*Setting: Is this Home Care Setting? Yes No

Would you like to attach additional documents to this Clinical Submission? [Upload/View Documents](#) [Upload Instructions](#)

Is this an Administrative Correction to a Previous Submission?

Provider Completes This Section

*Date you want THIS submission to begin: mm/dd/yyyy *Number of visit(s) within past 90 days:

*Requested duration in weeks: *Requested number of visits:

*Patient Type:

1-New to your office 2-Est'd, new injury 3-Est'd, new episode 4-Est'd, continuing care

*Nature of Condition:

1-Initial onset (within last 3 months) 2-Recurrent (multiple episodes of > 3 months) 3-Chronic (continuous duration > 3 months)

*Cause of Current Episode:

Traumatic Unspecified Repetitive Post-surgical Work related Motor vehicle

*Anticipated CMT Level:

Submit a PSF electronically – Administrative Corrections

If you need to make a change to a previously submitted PSF, either before or after you receive a determination letter, you can do so directly on the site.

Simply pull up a new PSF-750 form, pick your patient or type in the patient's demographics and then click check box for 'Is this an Administrative Correction to a Previous Submission?'

Optum WebAssist Physical Health

Physical Health Locations Clinical Subs & Claims Tools & Resources Home

Member Eligibility Submit a Clinical Sub Clinical Sub Status

Patients

A	B	C	D	E	F
G	H	I	J	K	L
M	N	O	P	Q	R
S	T	U	V	W	X
Y	Z				

Test,Test 01/01/1962

Physical Health Provider Support
Click here for live chat >>>

Patient Summary Form

Patient Information

Last Name: Test First Name: Test MI: Gender: M DOB: 01/01/1962
Address: 123 Test City: Test State: OR Zip: 97814
ID# 111111111111 Health Plan: UnitedHealthcare Medicare Group Number:

Referral Information

Physician: (if applicable) Date Issued: (if applicable) mm/dd/yyyy Referral Number: (if applicable)

Provider Information

John Chiropractor, DC,MT,LAC Office Location: 999999 Test, Denver, CO - *****8984
*Credentials: MD/DO DC OT PT ATC MT ST Other
*Setting: Is this Home Care Setting? Yes No

Would you like to attach additional documents to this Clinical Submission? Upload/View Documents Upload Instructions

Is this an Administrative Correction to a Previous Submission?

Provider Completes This Section

*From your most TUE submission to date: mm/dd/yyyy *Number of (date) within your 90 days

Submit a PSF electronically – Administrative Corrections

After clicking the check box, you must select all applicable reasons for the correction.

You must also enter the Portal Confirmation Number (PCN) from the electronic confirmation page, or the submission number from the response letter of the submission you wish to correct.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, the Optum logo and 'WebAssist Physical Health' are visible. Navigation links include 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. A secondary navigation bar contains 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. The main content area is titled 'Patients' and features a 6x6 grid of letters (A-Z) with 'T' highlighted. Below the grid is a search bar with 'Test, Test' and '01/01/1962' entered, and a 'Click here for live chat' button. The 'Patient Summary Form' is divided into three sections: 'Patient Information', 'Referral Information', and 'Provider Information'. The 'Patient Information' section includes fields for Last Name, First Name, MI, Gender, DOB, Address, City, State, Zip, ID#, Health Plan, and Group Number. The 'Referral Information' section includes fields for Physician, Date Issued, Referral Number, and checkboxes for '(if applicable)'. The 'Provider Information' section includes a text field for 'Office Location' and a list of credential types (MD/DO, DC, OT, PT, ATC, MT, ST, Other) with checkboxes. Below these sections are links for 'Upload/View Documents' and 'Upload Instructions'. A red-bordered box highlights the 'Is this an Administrative Correction to a Previous Submission?' checkbox, which is checked. Below this box, a note states: 'Please note: Do not submit clinical appeals through this process. Please review plan summary for more information.' This is followed by a section for selecting applicable reasons (Patient information, Provider information, Date you want the corrected submission to begin, CMT code, Diagnosis code) and a field for the 'Reference # (Confirmation, submission #) of incorrect submission:'. At the bottom, a label reads 'Provider Completes This Section'.

Submit a PSF electronically – Functional Outcome Measure (FOM) Score

If you have calculated the patient's current FOM, you can enter the score in the space provided.

To calculate a FOM score, click on the form that your patient has completed.

An electronic version of the form will open for you. Once complete, click the Calculate and Accept buttons.

Your score will be placed within the electronic form.

The image shows a screenshot of the Optum WebAssist Physical Health interface. The main window displays a 'Patient Summary Form' with fields for Patient Information, Referral Information, and Provider Information. A red box highlights the 'Current Functional Measure Score' section at the bottom of the form, which includes input fields for Neck Index, Back Index, DASH, and LEFS, along with buttons for 'Neck Form', 'Back Form', 'DASH Form', and 'LEFS Form'. A 'Calculate' button is also visible.

An inset window titled 'Neck Index' is shown on the right. It contains a series of dropdown menus for 'Pain Intensity', 'Sleeping', 'Reading', 'Concentration', 'Work', 'Personal Care', 'Lifting', 'Driving', and 'Recreation', each with a 'No Answer' option. At the bottom of the 'Neck Index' window, there are two buttons: 'Calculate' (marked with a red circle and the number 1) and 'Accept' (marked with a red circle and the number 2), along with a 'Clear Data' button.

Submit a PSF electronically – Submit

When the electronic form is complete, click the 'Submit' button.

If you have forgotten to fill out any required information the site will prompt you to complete that question.

The screenshot shows the Optum WebAssist Physical Health interface. At the top, there is a navigation bar with 'Welcome', 'Change Provider', 'Help', and 'Sign Out'. Below this is the Optum logo and 'WebAssist Physical Health'. A secondary navigation bar includes 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. A third navigation bar contains 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. The main content area is titled 'Patients' and features a grid of letters for patient selection, a search bar, and a 'Physical Health Provider Support' chat button. The 'Patient Summary Form' is highlighted with a red border and contains the following sections:

- Patient Summary Form:** A red-bordered box containing the text: "The following errors must be corrected before submitting the form." followed by a bulleted list: "Primary Diagnosis Code not entered" and "Enter a description when Other SBST Not Completed is selected".
- Patient Information:** Fields for Last Name, First Name, MI, Gender, DOB, Address, City, State, Zip, ID#, Health Plan (UnitedHealthcare Medicare), and Group Number.
- Referral Information:** Fields for Physician (if applicable), Date Issued (if applicable), mm/dd/yyyy, and Referral Number (if applicable).
- Provider Information:** Office Location (865 STONE ST, RAHWAY, NJ - *****7305), Auth Type Submitting for/Credentials (OT, PT, ST), and Place of Service (11=Office - Outpatient, 12=Homecare, 19=Off-Campus Outpatient Hospital, 22=Hospital - Outpatient, 24=Outpatient Facility, Other).
- Contact Information:** Phone number field.

At the bottom of the form, a 'Submit' button is highlighted with a red box and a red arrow pointing to it.

Submit a PSF Electronically – Confirmation Page

You will then receive a confirmation page that will include the information you submitted electronically on the PSF, along with your Confirmation Number.

You can write this number down as confirmation that we have received your submission or print the page.

If you scroll to the bottom of the Confirmation Page, you will see a 'Print Page' hyperlink.

Once you click this link, you can either download or print this page for your records.

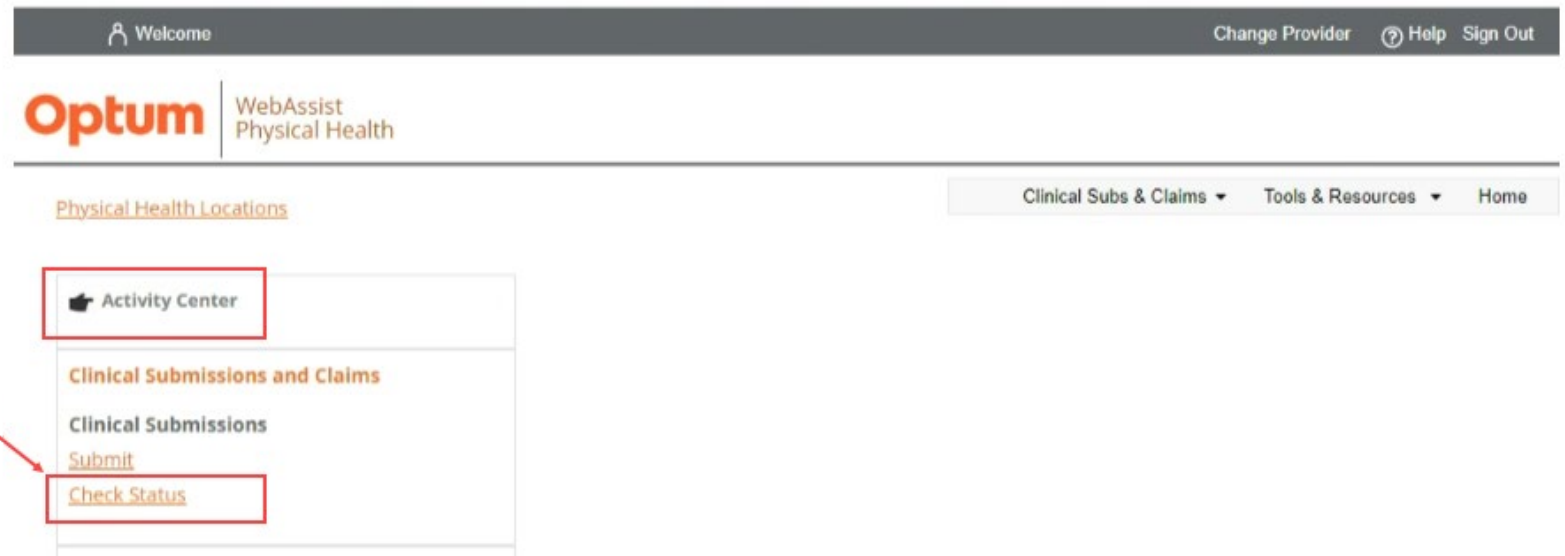
The screenshot shows the Optum WebAssist Physical Health interface. At the top, the Optum logo and 'WebAssist Physical Health' are visible. Navigation links include 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. A secondary navigation bar contains 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. The main content area is titled 'Patients' and features a 6x6 grid of letters (A-Z) with 'T' highlighted in orange. Below the grid is a search bar containing 'Test,Test' and a 'Physical Health Provider Support' chat button. The main form is titled 'Patient Summary Form Confirmation Page' and displays the 'Confirmation Number: 23179498'. The form is divided into sections: 'Patient Information' (Last Name: Test, First Name: Test, Gender: M, Date of Birth: [redacted], Address, City, State, Zip, ID#, Health Plan, Group Number), 'Provider Information' (Provider Name, Office Location, Credentials, Setting), and a section for additional documents. At the bottom, there are three survey questions: 'Do you feel that your back pain is terrible and it's never going to get any better: Y', 'In general have you stopped enjoying all the things you usually enjoy: Y', and 'Overall, how bothersome has your back pain been in the last 2 weeks: 5-Extremely'. Below these questions, the 'SSST Category: High Risk' is displayed. A red box highlights the 'Print Page' link, and a red arrow points to it from the right. A note at the bottom reads: 'Please print this page for your records'.

Submit a PSF electronically – Checking Authorization Status

If there are no issues with the submission, it will take 24-48 business hours to process.

If there are any issues with your submission, Optum will contact you via phone or mail.

After being redirected to the Optum WebAssist home page from UHC provider.com, you can check the status of your submission. Under the Activity Center, click the 'Check Status' hyperlink under Clinical Submissions.



Submit a PSF electronically – Checking Authorization Status

Upon clicking the 'Check Status' hyperlink under Clinical Submissions, you will be presented with a list of all your recent submissions.

If you chose to narrow your search results by selecting an Office Location, Decision Date, or Patient & Date of Birth information, you will then need to click the 'Search' button to view the results.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, the Optum logo and 'WebAssist Physical Health' are visible. Navigation tabs include 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', and 'Home'. Below these, there are buttons for 'Member Eligibility', 'Submit a Clinical Sub', and 'Clinical Sub Status'. A 'Clear Patient' button is also present.

The 'Patients' section features a grid of letters (A-Z) for patient selection, with 'T' highlighted. Below this is a search bar containing 'Test, Test' and a 'Physical Health Provider Support' link with a 'Click here for live chat' button.

The search options section includes dropdown menus for 'Office Location' (set to '--SELECT--'), 'Optum Decision Date' (set to 'LAST 30 DAYS'), and 'Patient & Date of Birth' (set to 'Select Patient(s)'). A 'Search' button is highlighted with a red box. A 'Please Note' message states: 'Response Letters will be available online for 12 months after Optum Decision Date.'

The table below shows clinical submissions on file for the last 30 days:

Confirmation #	Reference #	Patient Name	Date of Birth	Requested From	Status	Letter	Letter Uploaded on (CST)	Attachments
		Test, Test		03/25/2024	In Process	Not Available Online	NA	View
		Test, Test		03/13/2024	Completed	Open Letter	03/13/2024 17:58:33	View

Showing 1 - 2 of 2 | Page 1 of 1 | 10

In Process We have received your Clinical Submission. Please allow time for processing.

Completed We have completed the review on your Clinical Submission.

Submit a PSF electronically – Checking Authorization Status

To view additional details, you can click the hyperlink within the 'Status' section of the search results.

If a submission is in process, you will receive a short summary page. You can either download or print this page for your records.

The screenshot displays the Optum WebAssist Physical Health interface. On the left, there are navigation options for 'Physical Health Locations', 'Patients' (with an alphabetical grid), and a search bar containing 'Test,Test' and '01/01/1962'. A 'Physical Health Provider Support' chat button is also visible. The main content area shows search options for 'Office Location' and 'Optum Decision Date' (set to 'LAST 30 DAYS'). A 'Please Note' message states: 'Response Letters will be available online...'. Below this is a table of clinical submissions on file for the last 30 days.

Confirmation #	Reference #	Patient Name	Date of Birth	Requested From	Status	Letter	Letter Uploaded on (CST)	Attachments
		Test, Test		03/25/2024	In Process	Not Available Online	NA	View
		Test, Test		03/13/2024	Completed	Open Letter	03/13/2024 17:58:33	View

A modal window titled 'In-process Auth Status - Work - Microsoft Edge' is overlaid on the right. It shows a 'Recently Submitted Clinical Submission In Process' for 'Provider: John Chiropractor, DC,MT,LAC'. Details include: Patient Name: Test, Test; Confirmation #: [redacted]; Requested From: 3/25/2024 12:00:00 AM; Clinical Submission Received on: 3/26/2024 12:00:00 AM; Requested Duration: weeks. A 'Print Page' button is highlighted with a red box.

Submit a PSF electronically – Checking Authorization Status

If a submission is completed, you will receive a summary page with important information regarding your submission.

You can either download or print this page for your records.

You can also view the determination letter associated with the notification. This can also be downloaded or printed for your records.

Welcome, John Chiropractor, DC, MT, LAC, Tier 2 | Links | Help | Sign Out

Optum WebAssist Physical Health

[Physical Health Locations](#)

Member Eligibility

Patients

A	B	C	D	E	F
G	H	I	J	K	L
M	N	O	P	Q	R
S	T	U	V	W	X
Y	Z				

Test, Test 01/01/1962

Physical Health Provider Support
Click here for live chat >>>

Use the date range shown to find the authorization status. Status indicates Completed, click on Complete to view details.

Search Options

Office Location : --SELECT--

Please Note: Response Letters will be emailed to the member's email address.

Clinical submissions on file for the last 12 months:

Confirmation #	Reference #	Patient	Start Date	End Date	Status	Action	Timestamp	View
23179498	29176582	Test,						
23153849	29153912	Test, Test	01/01/1962	03/13/2024	Completed	Open Letter	03/13/2024 17:58:33	View

Showing 1 - 2 of 2 | Page 1 of 1 | 10

Clinical Submission Response Details

Patient Name: Test Test | Response #: [REDACTED]
Health Plan: UnitedHealthcare Medicare | Clinical Submission Received on: 3/13/2024
Provider: John Chiropractor, DC | Support Clinician: Administrative Review

	Care From	Care Thru	Exams	CMT	Modalities / Procedures	X-rays	Supplies / Other
You Requested:	3/13/2024		0	0	0	0	0
We Approved:	3/13/2024	3/13/2024>	0	0	0	0	0

The following actions and comments apply to this request:

The provider is not a participating provider with this health plan on this date of service. You are not required to submit clinical submission forms for this patient's group.

This does NOT constitute a guarantee of payment and is subject to benefit limits and member eligibility. This page is intended to be a brief summary of Optum's review for this patient. Please refer to the Clinical Submission Response letter for the final determination and complete information.

Print Page | Question On This Response

Technical Assistance

For technical questions, issues, or concerns regarding our website, email us from the home page.

Click the hyperlink under 'Encountered a Problem?' in the Activity Center.

The screenshot shows the Optum WebAssist Physical Health interface. At the top, there is a navigation bar with 'Welcome', 'Change Provider', 'Help', and 'Sign Out'. Below this is the Optum logo and 'WebAssist Physical Health'. A secondary navigation bar contains 'Clinical Sub & Claims', 'Tools & Resources', and 'Home'. The main content area is titled 'Physical Health Locations' and contains an 'Activity Center' section. This section includes links for 'Clinical Submissions and Claims', 'Clinical Submissions', 'Submit', and 'Check Status'. It also displays 'Recent Clinical Submissions' and 'Expiring Clinical Submissions' with status messages. At the bottom of the activity center, there is a 'Patient Status Report' section with a link to 'Click here to complete PSR'. A red box highlights the 'Encountered a problem? Click here to get assistance' link at the bottom of the page, with a red arrow pointing to it.

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