

Welcome to WebAssist - Optum Provider Portal (pages 1-23)

Welcome to WebAssist- For Humana Providers (pages 24-46)

Learn How to Submit PSF-750 online



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 providers and their staff

Index

- 4-5 Obtain ID and Password
- 6-7 Determine Whether Clinical Review is Required
- 8-13 Submit a PSF Form Electronically
- 14-15 Administrative Corrections
- 16-17 Current Functional Measure Score
- 18 Print and Submit
- 19 Processing
- 20-21 Check Status
- 22 Patient Statue Report – PSR
- 23 Technical Assistance
- **24-45 WebAssist for Humana**

Obtain Your Optum ID & Password

- In order to access the web site to process the PSF-750 you must have a six-digit Optum provider ID, which is also used as the login ID for the site, and the web site password.
- You can request the information at the login page through the option located directly underneath the “login” button. If Optum has your current office email on file the ID and password will be emailed to you directly. If Optum does not have the current email on file then your request will be mailed to your office.



Provider ID : *

Password : *

Login

If you need your provider ID or password please [click here](#)

To change your current password, please [click here](#)

What's Inside

For the Staff

- Submit Claims & Clinical Submissions
- Check Status of Claims & Clinical Submissions
- Obtain Forms & Manuals

For the Clinician

- Provider Profiles
- Continuing Education
- Clinical Information & Resources
- Plan Summaries & Fee Schedules
- Forms



Optum ID & Password

- You can also call our customer service center and they can assist you.
- Call 800-873-4575 or 888-676-7768



Determine If Clinical Submission is Required

- To determine whether your UHC member requires clinical submission, go to Tools & Resources and scroll down to “UHC Quick Group Check”

The screenshot displays the Optum WebAssist Physical Health portal interface. At the top, a dark grey header bar contains the user greeting "Welcome, Dr. John Chiropractor, DC, Tier 2" and navigation links for "Links", "Help", and "Sign Out". Below the header, the Optum logo and "WebAssist Physical Health" text are visible. The main content area features a navigation bar with "Clinical Subs & Claims", "Tools & Resources" (highlighted with a red circle), "Clinical Resources", and "Home". The "Tools & Resources" dropdown menu is open, listing various options: 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 (highlighted with a red circle), Reimbursement Policies, and California Language Assistance. On the left side of the page, there are sections for "Activity Center" and "Clinical Submissions and Claims", which includes links for "Submit" and "Check Status" for both "Clinical Submissions" and "Claims". The "Recent Clinical Submissions" section states there are no recent submissions, and the "Expiring Clinical Submissions" section states there is 1 submission expiring within the next 10 days. The "Informational Center" on the right contains reminder notifications about provider tier letters and primary care referrals, along with a "Welcome to WebAssist!" message.

Determine If Clinical Submission is Required

- The “UHC Quick Group Check” is for members with a 6-digit group number only, including Navigate and Compass. Type in the group number and hit “submit”. You will receive an instant response whether clinical submission is required



Physical Health Locations

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

Reimbursement Policies

California Language Assistance Information

CMS Fraud, Waste & Abuse Provider

Clinical Subs & Claims ▼ Tools & Resources ▼ Clinical Resources ▼ Home

UHC Quick Group Check

Clinical submission requirements differ by member groups. UnitedHealthcare Quick Group Check allows you to check submission requirements for commercial plans (not Medicare or Medicaid/Community/State plans). Quick Group Check only works for UnitedHealthcare groups with a 6-character Group Number, with either all numeric characters (example: 701648) or numeric with the second character a letter (example: 3U5895). For other Groups, please see the Plan Summary for submission requirements. Enter the 6-character UnitedHealthcare Group Number below as it appears on the member's ID card to determine if a submission is required.

Member's Group Number:

Sample ID Cards

Use Quick Group Check
See guidelines above

Member ID	Group Number
910017520	1P7327
123456789	701648

Office: \$20 BR: \$100
UrgCare: \$50

OPTUM
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UHC

OPTUM
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UHEALTH

Submit a PSF electronically

- The electronic form is then located under the “Activity Center” on the left or at the tool bar option on top “Clinical Subs & Claims”.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a dark grey header bar contains the user greeting "Welcome, Dr. John Chiropractor, DC, Tier 2" and navigation links for "Links", "Help", and "Sign Out". Below this, the Optum logo and "WebAssist Physical Health" text are visible. A secondary navigation bar includes "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". The main content area is divided into two columns. The left column features a sidebar with a red box around the "Activity Center" link and another red box around the "Clinical Submissions" section, which includes "Submit" and "Check Status" links. A red arrow points from the "Clinical Subs & Claims" top navigation link to the "Submit" link in the sidebar. The right column contains an "Informational Center" with several alert boxes, including one for "BlueCross BlueShield Michigan (BCBSM) Alert: Chiropractic Tiering" and another for "Reminder Notification: Provider Tier Letters Now Online!".

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Submit a PSF electronically

- Many offices print the hard copy of the forms first, have the provider and the patients fill out their sections, and then transfer the information over to the electronic form on the Optum web site
- You can find the hard copies to print under “Tools & Resources” to “Forms” then “Clinical Submission Forms” and print the PSF-750.
- Functional Outcome Measure forms are also available on the Web site.



Physical Health Locations

Clinical Subs & Claims Tools & Resources Clinical Resources Home

Activity Center

Clinical Submissions and Claims

Clinical Submissions	Claims
Submit	Submit
Check Status	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.

Informational Center

BlueCross BlueShield Michigan (BCBSM) Alert: Chiropractic Services

Reminder Notification: Provider Tier Letters Now Online

Reminder Notification: Primary Care Referral Needed for Specialty Care and UnitedHealthcareSM Charter ▶

Welcome to WebAssist! ▶

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
Reimbursement Policies
California Language Assistance

Clinical Submission Forms

Patient Billing and Acknowledgement
New/Additional Office Location
Application
W-9
N.I. Appeal Form

Submit a PSF electronically

- For established patients, pick their name off the patient list which is in alphabetical order by last name, their demographics will then populate the form. For a new patient fill out the patient demographics in the blank form.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a navigation bar includes a welcome message for Dr. John Chiropractor, DC, Tier 2, and links for Help and Sign Out. Below this, the Optum logo and 'WebAssist Physical Health' are visible. A secondary navigation bar contains tabs for 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. Under 'Clinical Subs & Claims', there are sub-tabs: 'Submit a Clinical Sub', 'Clinical Sub Status', 'Submit a Claim', and 'Claim Status'. The 'Patients' section is active, showing a grid of letters (A-Z) for patient selection. A yellow callout bubble points to this grid with the text: 'Established patient's names are listed in alphabetical order by last name'. Below the grid, there are fields for 'Patient Name' and 'DOB' (09/15/70). A 'SUBMIT A PATIENT' button is present. To the right, a 'Currently Selected Patient' field shows 'None'. A 'Physical Health Provider Support' chat button is also visible. The 'Patient's Demographic Section' includes fields for Last Name, First Name, MI, Sex (Male/Female), DOB (mm/dd/yyyy), ID#, Plan (Please select), Address, City, State (Please select), Zip, and Group Number. At the bottom, there is a 'Clinical Information' section with a dropdown for 'Office Location with TIN number' (Please select your Clinic Address). The footer contains links for Optum, Privacy Policy, Contact Us, Provider Locator, and Accessibility, along with the copyright notice '© 2018 Optum. All Rights Reserved.'

Welcome, Dr. John Chiropractor, DC, Tier 2

Links Help Sign Out

OPTUM WebAssist Physical Health

Physical Health Locations Clinical Subs & Claims Tools & Resources Clinical Resources Home

Submit a Clinical Sub Clinical Sub Status Submit a Claim Claim Status

Patients

Begin by selecting a patient from the Patients list. Currently Selected Patient: None

Established patient's names are listed in alphabetical order by last name

Patient Name DOB 09/15/70

SUBMIT A PATIENT

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.

During Optum business hours providers may reference the phone number in the applicable Plan Summary. Providers may call 877-271-6809 during non-Optum business hours to initiate a request for urgent care.

Physical Health Provider Support Click here for live chat

Patient's Demographic Section

Last Name First Name MI Sex: Male Female DOB mm/dd/yyyy ID# Plan: Please select

Address City State: Please select Zip Group Number

Clinical Information

Office Location with TIN number Please select your Clinic Address

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Patient Demographic Changes

- If you have an established patient who has had a change in their demographics, either name, address, health insurance plan, or any item, complete a **new submission**, include the new information as you would for a new patient.
- Once the PSF is processed the patient's name with the new information will show up on the patient list.

Submit a PSF electronically

- After you pick your patient, or type in the information for a new patient, click on your office address in the “Office Location” option and the remainder of the form will open.

Welcome, Dr. John Chiropractor, DC, Tier 2 [Links](#) [Help](#) [Sign Out](#)

OPTUM WebAssist Physical Health

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

[Submit a Clinical Sub](#) [Clinical Sub Status](#) [Submit a Claim](#) [Claim Status](#)

Patient:

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

SUBMIT A PATIENT SUMMARY FORM

Patient's Demographic Section

Last Name First Name MI

Sex: ☐ Male ☒ Female DOB mm/dd/yyyy

ID#

Address

City

State

Zip

Plan:

Group Number

Clinical Information

Office Location with TIN number

[Click here for live chat](#)

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Submit a PSF electronically

Welcome, Dr. John Chiropractor, DC, Tier 2
Links
Help
Sign Out

OPTUM
WebAssist
Physical Health

Physical Health Locations
Clinical Subs & Claims
Tools & Resources
Clinical Resources
Home

Submit a Clinical Sub
Clinical Sub Status
Submit a Claim
Claim 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		

Patient Name: DOB: 09/15/70

Click here for live chat

Patient Summary Form

Patient Information

Last Name: First Name: MI: Sex: DOB: mm/dd/yyyy
Address: City: State: Zip:
ID#: Health Plan: Group Numbers:

Referral Information

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

Provider Information

Dr. John Chiropractor, DC Office Location: 6300 Olson Memorial Hwy, Louisville, KY - 40201
*Credentials: ☐ MD/DO ☐ DC ☐ PT ☐ OT ☐ ATC ☐ MT ☐ ST ☐ Other
*Setting: Is this Home Care Setting? ☐ Yes ☐ No

Is this an Administrative Correction to a Previous Submission? ☐

Provider Completes This Section

*Date you want THIS submission to begin: mm/dd/yyyy
*Patient Type:
☐ 1-New to your office ☐ 2-Ex'd, new injury ☐ 3-Ex'd, new episode ☐ 4-Ex'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:
☐ 98940 ☐ 98941 ☐ 98942 ☐ 98943 ☐ None
*Diagnosis (ICD code):

Dx1: <input type="text"/>	Dx2: <input type="text"/>	Dx3: <input type="text"/>	Dx4: <input type="text"/>
Dx5: <input type="text"/>	Dx6: <input type="text"/>	Dx7: <input type="text"/>	Dx8: <input type="text"/>
Dx9: <input type="text"/>	Dx10: <input type="text"/>	Dx11: <input type="text"/>	Dx12: <input type="text"/>

*Nature of Treatment:
 Please select

Current Functional Measure Score:
Neck Index: Neck Form Back Index: Back Form FOTO:
DASH: DASH Form LEFS: LEFS Form
(Other)

Administrative Corrections

- If you need to make a change to your submission either before or after you receive the response letter on the submission, 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 on the option "Is this an Administrative Correction to a Previous Submission?"

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a navigation bar includes a welcome message for Dr. John Chiropractor, DC, Tier 2, and links for Help and Sign Out. Below this, the Optum logo and 'WebAssist Physical Health' are visible. The main content area is titled 'Physical Health Locations' and features a 'Patients' section with a grid of letters (A-Z) and a 'Click here for live chat' button. The 'Patient Summary Form' is the central focus, containing sections for Patient Information, Referral Information, and Provider Information. The 'Patient Information' section includes fields for Last Name, First Name, MI, Sex, DOB, Address, City, State, ZIP, ID#, Health Plan, and Group Number. The 'Referral Information' section includes fields for Physician, Date Issued, and Referral Number. The 'Provider Information' section includes fields for Dr. John Chiropractor, DC, Office Location, Credentials, and Setting. A red arrow points to the checkbox 'Is this an Administrative Correction to a Previous Submission?' located at the bottom of the form.

Physical Health Locations

OPTUM WebAssist Physical Health

Physical Health Locations

Clinical Sub & Claims Tools & Resources Clinical Resources Home

Submit & Clinical Sub Clinical Sub Status Submit & Claim Claim Status

Patients

Click here for live chat

Patient Summary Form

Patient Information

Last Name: First Name: MI: Sex: DOB: mm/dd/yyyy

Address: City: Westbury State: NY ZIP: 11590

ID#: 80048123001 Health Plan: MPO-Engine Plan Group Number:

Referral Information

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

Provider Information

Dr. John Chiropractor, DC Office Location: 8000 Olsen Memorial Hwy, Louisville MO 6410-W120, KY - 40200

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

*Setting: Is this Home Care Setting? Yes No

Is this an Administrative Correction to a Previous Submission? ☐

Provider Completes This Section

*Please enter correct TSPS authorization code on back of form

Administrative Corrections

- When the option opens, check off all that is applicable to your submission then type in a reference number, either the PCN from the electronic confirmation page, or the submission number from the response letter of the incorrect submission.

Clinical Subs & Claims	Tools & Resources	Clinical Resources	Home	Logout
Submit a Clinical Sub	Clinical Sub Status	Submit a Claim	Claims Status	

Patient Summary Form

*** - Required Fields**

>> Patient Information

Last Name: First Name: MI: Sex: DOB: mm/dd/yyyy
Address: City: State: Zip:
ID#: Health Plan: Group:

>> Referral Information

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

>> Provider Information

John Chiropractor, DC Office Location:
* Credentials: ☐ MD/DO ☐ DC ☐ PT ☐ OT ☐ Both PT and OT ☐ Home Care ☐ ATC ☐ MT ☐ Other

>> Is this an Administrative Correction to a Previous Submission? ☒

Please note: Do not submit clinical appeals through this process. Please review plan summary for more information

* Check applicable reason(s)(must select atleast one)
☐ Patient information ☐ Provider information ☐ Date you want the corrected submission to begin ☐ CMT code ☐ Diagnosis code

* Reference #(PCN , submission #) of incorrect submission:

>> Provider Completes This Section

* Date you want THIS submission to begin: mm/dd/yyyy

* 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:

Current Functional Measure Score

- To complete the Current Functional Measure Score, click on the form that your patient has completed, an electronic version of the form will open

Clinical Subs & Claims Tools & Resources Clinical Resources Home Logout

Provider Completes This Section

* Date you want THIS submission to begin: mm/dd/yyyy

* 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:

☐ 98940 ☐ 98941 ☐ 98942 ☐ 98943 ☐ None

* Diagnosis (ICD code):

Current Functional Measure Score:

Neck Index **Neck Form** Back Index **Back Form** [Keele STarT Back Screening Tool \(SBST\)](#)

DASH **DASH Form** LEFS **LEFS Form**

(other)

Patient Completes This Section

Current Functional Measure Score

- When you have completed transferring the patient's scores, click on "Calculate" and then "Accept" and the score will be placed on the electronic PSF form

The screenshot shows a web browser window titled "Neck Index -- Webpage Dialog" with the URL "https://www.myoptumhealthphysicalhealth.com/neckindexform.asp". The form is titled ">> Neck Index" and contains several dropdown menus for different activities, all currently set to "No Answer":

- Pain Intensity
- Sleeping
- Reading
- Concentration
- Work
- Personal Care
- Lifting
- Driving
- Recreation
- Headaches

At the bottom of the form, there is a score field displaying "0". To the left of the score field is a button labeled "Calculate" (circled in red and labeled with a red "1"). To the right of the score field is a button labeled "Accept" (circled in red and labeled with a red "2"). Further to the right is a button labeled "Clear Data".

Print and Submit

- When the form is completed click the submit button. If you have forgotten to fill out any required information the site will prompt you to complete that question. You will then receive an electronic confirmation page that will include the information you submitted on the PSF and a confirmation number. You may write down that number or print out the page. The confirmation is your guarantee that we have received the submission.

☐ 1 - No ☐ 2 - Yes

5. Do you think it's not really safe for a person with a condition like yours to be physically active?

☐ 1 - No ☐ 2 - Yes

6. Have worrying thoughts been going through your mind a lot of the time?

☐ 1 - No ☐ 2 - Yes

7. Do you feel that your back pain is terrible and it's never going to get any better?

☐ 1 - No ☐ 2 - Yes

8. In general have you stopped enjoying all the things you usually enjoy?

☐ 1 - No ☐ 2 - Yes

9. Overall, how bothersome has your back pain been in the last 2 weeks?

☐ 1 - Not at all ☐ 2 - Slightly ☐ 3 - Moderately ☐ 4 - Very Much ☐ 5 - Extremely

Calculate Clear Data

*SBST Category:

*SBST Not Completed:

© Originally Developed by: Keele University 01/08/07 Funded by Arthritis Research UK

Submit

Processing

- It takes 24-48 business hours before you will see the submission as completed after you submit the PSF-750 for. Except when there is a possible issue with the submission. In which case it will be researched and Optum will contact you by mailing a letter.
- To check the status of your submission, go to the home page, to “Activity Center”, “Clinical Submissions” to “Check Status”

The screenshot displays the Optum WebAssist Physical Health portal. At the top, a dark grey header bar contains the text "Welcome, Dr. John Chiropractor, DC, Tier 2" on the left and "Links Help Sign Out" on the right. Below the header, the Optum logo and "WebAssist Physical Health" are visible. A navigation bar includes "Physical Health Locations" and a dropdown menu with "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". The main content area is divided into two columns. The left column features a red-bordered box around the "Activity Center" link, which is highlighted with a red arrow. Below this, the "Clinical Submissions and Claims" section is shown, with "Clinical Submissions" and "Claims" sub-sections. Under "Clinical Submissions", the "Check Status" link is highlighted with a red box. The right column contains an "Informational Center" with a red arrow pointing to it. It includes a "Reminder Notification: Provider Tier Letters Now Online!" and a "Reminder Notification: Primary Care Referral Needed for UnitedHealthcare® Navigate™, UnitedHealthcare® Compass, and UnitedHealthcare® Charter". Below these notifications is a "Welcome to WebAssist!" message. The footer of the page contains the text "Optum | Privacy Policy | Contact Us | Provider Locator | Accessibility" and "© 2018 Optum. All Rights Reserved."

Check Status

- Either click on the patient's name off the Patients List, or find the response through the office location or decision date.
- See "Status" for the patient which first will note pending followed in 1 to 2 business days as completed status and then the "Letter" will appear 24 hours following.

The screenshot shows the Optum WebAssist Physical Health interface. A red arrow points to the 'Patients' section on the left, which includes a grid of letters (A-Z) and a 'Patient Name' field. Another red arrow points to the 'Physical Health Provider Support' section below it. A red box highlights the 'Search Options' section, which includes fields for 'Office Location', 'Optum Decision Date', and 'Patient & Date of Birth', along with a 'Search' button. Below this, a red box highlights a table with columns: 'Confirmation #', 'Reference #', 'Patient Name', 'Date of Birth', 'Requested From', 'Status', 'Letter', and 'Attachments'. The table shows 'No records to view' and 'Page 1 of 0'. At the bottom, there are status messages: 'In Process We have received your Clinical Submission. Please allow time for processing.' and 'Completed We have completed the review on your Clinical Submission.'

Welcome, Dr. John Chiropractor, DC, Tier 2

Links Help Sign Out

OPTUM WebAssist Physical Health

Physical Health Locations

Clinical Subs & Claims Tools & Resources Clinical Resources Home

Submit a Clinical Sub Clinical Sub Status Submit a Claim Claim Status

Clear Patient

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)

Patient Name: DOB: 09/15/70

Physical Health Provider Support
Click here for live chat

Use the date range shown to find the applicable clinical submission - if the Status indicates Completed, click on Completed for more details.

Currently Selected Patient: None
Currently Selected Date: None

Search Options

Office Location: Optum Decision Date: Patient & Date of Birth:

Please Note: Response Letters will be available online for 6 months after Optum Decision Date.

Clinical submissions on file for the last six months:

Confirmation #	Reference #	Patient Name	Date of Birth	Requested From	Status	Letter	Attachments
No records to view							

Page 1 of 0

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

Completed We have completed the review on your Clinical Submission.

Check Status

- Print a copy of the response or email us questions you have regarding that submission

>> 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

PATIENT NAME	PATDOB
Bear, Pooh	03/26/68

Clinical Subs & Claims Tools & Resources Clinical Resources Home Logout

Submit a Clinical Sub **Clinical Sub Status** Submit a Claim Claims Status

To go back and view the complete list of submissions for this patient, use the Back button on your browser or click Clinical Sub Status above.

Currently Selected Patient:
Pooh Bear-03/26/68

Clear Patient

Clinical Submission Response Details



Patient Name: Pooh Bear	Response #: 13619644
Health Plan: UnitedHealthcare SignatureValue	Clinical Submission Received on: 4/25/2013
Provider: John Chiropractor, DC	Support Clinician: Administrative Review

Your Indicated Start Date
4/25/2013

The following actions and comments apply to this request:

At this time you are not required to submit Patient Summary forms for this member's health plan in your region. Please contact us if you have any questions.

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 the result of OptumHealth's review for this patient.
Please refer to the Clinical Submission Response Form sent to your office via fax or mail for complete information.

 Print Page **Question On This Response**

Patient Status Report - PSR

- To access the Patient Status Report, see the option on the lower left side of the Home Page. A PDF will open offering a list of months and patients for that provider to choose. The list is updated regularly

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a dark header bar contains the user greeting "Welcome, Dr. John Chiropractor, DC, Tier 2" and navigation links for "Links", "Help", and "Sign Out". Below this, the Optum logo and "WebAssist Physical Health" text are visible. A secondary navigation bar includes "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". The main content area is divided into two columns. The left column, titled "Activity Center", contains sections for "Clinical Submissions and Claims" (with "Submit" and "Check Status" links for both), "Recent Clinical Submissions" (stating no recent submissions), "Expiring Clinical Submissions" (stating no submissions expiring), and a highlighted "Patient Status Report" section with a link "Click here to complete PSR". The right column, titled "Informational Center", contains reminder notifications and a "Welcome to WebAssist!" message. A red arrow points from the "Patient Status Report" link to the right. The footer includes links for "Optum", "Privacy Policy", "Contact Us", "Provider Locator", and "Accessibility", along with a copyright notice for 2018 Optum.

Technical Assistance

- For technical questions, issues or concerns about our Web site please call our Electronic Connectivity Unit at 888-676-7768, and follow the prompt to leave a voice message for the unit or you can email us from the home page, bottom left “Encountered a Problem?”

Welcome, Dr. John Chiropractor, DC, Tier 2 [Links](#) [Help](#) [Sign Out](#)

OPTUM WebAssist Physical Health

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

Activity Center

Clinical Submissions and Claims

Clinical Submissions	Claims
Submit	Submit
Check Status	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

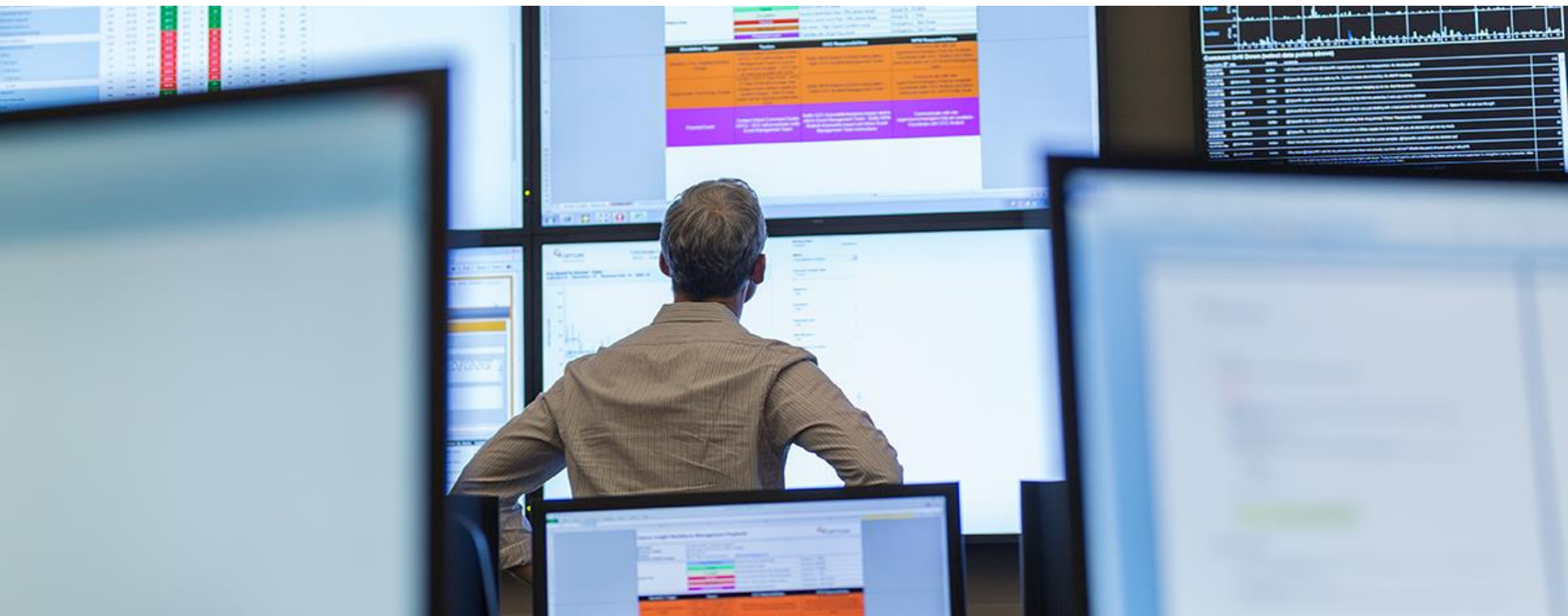
Reminder Notification: Provider Tier Letters Now Online! ▶

Reminder Notification: Primary Care Referral Needed for UnitedHealthcare® Navigate™, UnitedHealthcare® Compass, and UnitedHealthcare™ Charter ▶

Welcome to WebAssist! ▶

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Humana



Welcome to WebAssist for **Humana-** The Optum Provider Portal

Learn How to Submit PSF-750 online



Online submission of the Patient Summary Form (PSF-750) is required for:

- PT/OT/ST on Humana's network- note all specialties require individual authorization
- PM&R including hospital, multi-specialty and free-standing facility
- Includes Commercial, Medicare, HMO, PPO, Duals, Federal
- National in scope, including Puerto Rico
- Both par and non-par providers based on member plan benefit

The following directions will assist in making the online submission process easy and convenient for providers and their staff

Obtain Your Optum ID & Password- Humana

- In order to access the web site to process the PSF-750 you must have a six-digit Optum provider ID, which is also used as the login ID for the site, and the web site password.
- You can request the information at the login page through the option located directly underneath the “login” button where it states “Humana Providers”. Once you click the “click here” area, you will be prompted for practice demographic data. Once submitted, a ID and PW will be sent within 2 days.



The screenshot displays the Optum login interface. At the top, the Optum logo is on the left and a photo of three people is on the right. Below the logo, a yellow banner contains the instruction: "Complete the following to request your ID/Password". The form consists of several input fields with labels: "Facility/Clinic Name *", "Provider Last Name", "Provider First Name", "TIN *", "TIN Owner Name *", and "NPI". A large orange arrow points to the "Provider First Name" field. A mouse cursor is visible over the "TIN *" field.

Optum ID & Password- Humana

- You can also call our customer service center and they can assist you.
- Humana Call 844-938-0346
- Humana Fax 844-938-0353



Submit a PSF electronically

- The electronic form is then located under the “Activity Center” on the left or at the tool bar option on top “Clinical Subs & Claims”.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a dark grey header bar contains the user greeting "Welcome, Dr. John Chiropractor, DC, Tier 2" and navigation links for "Links", "Help", and "Sign Out". Below this, the Optum logo and "WebAssist Physical Health" text are visible. A secondary navigation bar includes "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". The main content area is divided into two columns. The left column features a sidebar with "Physical Health Locations" and a highlighted "Activity Center" button. Below this, the "Clinical Submissions and Claims" section is highlighted with a red box, containing "Submit" and "Check Status" links. The right column, titled "Informational Center", displays several alerts: "BlueCross BlueShield Michigan (BCBSM) Alert: Chiropractic Tiering", "Reminder Notification: Provider Tier Letters Now Online!", "Reminder Notification: Primary Care Referral Needed for UnitedHealthcare® Navigate™, UnitedHealthcare® Compass, and UnitedHealthcare™ Charter", and a "Welcome to WebAssist!" message. A red arrow points from the "Clinical Subs & Claims" toolbar option to the "Submit" link in the left sidebar.

Physical Health Locations

Activity Center

Clinical Submissions and Claims

Clinical Submissions
[Submit](#)
[Check Status](#)

Claims
[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

BlueCross BlueShield Michigan (BCBSM) Alert: Chiropractic Tiering ▶

Reminder Notification: Provider Tier Letters Now Online! ▶

Reminder Notification: Primary Care Referral Needed for UnitedHealthcare® Navigate™, UnitedHealthcare® Compass, and UnitedHealthcare™ Charter ▶

Welcome to WebAssist! ▶

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Submit a PSF electronically

- Many offices print the hard copy of the forms first, have the provider and the patients fill out their sections, and then transfer the information over to the electronic form on the Optum web site
- You can find the hard copies to print under “Tools & Resources” to “Forms” then “Clinical Submission Forms” and print the PSF-750.
- Functional Outcome Measure forms are also available on the Web site.



Physical Health Locations

Clinical Subs & Claims Tools & Resources Clinical Resources Home

Activity Center

Clinical Submissions and Claims

Clinical Submissions	Claims
Submit	Submit
Check Status	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.

Informational Center

BlueCross BlueShield Michigan (BCBSM) Alert: Chiropractic Services

Reminder Notification: Provider Tier Letters Now Online

Reminder Notification: Primary Care Referral Needed for Specialty Services and UnitedHealthcareSM Charter ▶

Welcome to WebAssist! ▶

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

Reimbursement Policies

California Language Assistance

Clinical Submission Forms

Patient Billing and Acknowledgement

New/Additional Office Location

Application

W-9

N.I. Appeal Form

Submit a PSF electronically

- For a new patient fill out the patient demographics in the blank form. For established patients, pick their name off the patient list which is in alphabetical order by last name, their demographics will then populate the form.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a navigation bar includes a user greeting "Welcome, Dr. John Chiropractor, DC, Tier 2" and links for "Links", "Help", and "Sign Out". Below this, the Optum logo and "WebAssist Physical Health" are visible. A secondary navigation bar contains tabs for "Physical Health Locations", "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". Under "Clinical Subs & Claims", there are sub-tabs: "Submit a Clinical Sub", "Clinical Sub Status", "Submit a Claim", and "Claim Status".

The "Patients" section on the left features an alphabetical grid of letters (A-Z) for patient selection. A yellow callout bubble points to this grid with the text: "Established patient's names are listed in alphabetical order by last name". Below the grid is a "Patient Name" and "DOB" field, showing "09/15/70". A "Physical Health Provider Support" chat button is also present.

The main content area is titled "SUBMIT A PATIENT" and contains a paragraph about urgent care. Below this is a "Patient's Demographic Section" form with fields for Last Name, First Name, MI, Sex (Male/Female), DOB (mm/dd/yyyy), ID#, Plan, Address, City, State (Please select), Zip, and Group Number. At the bottom, there is a "Clinical Information" section with a dropdown for "Office Location with TIN number" (Please select your Clinic Address).

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Patient Demographic Changes

- If you have an established patient who has had a change in their demographics, either name, address, health insurance plan, or any item, complete a **new submission**, include the new information as you would for a new patient.
- Once the PSF is processed the patient's name with the new information will show up on the patient list.

Submit a PSF electronically

- After you pick your patient, or type in the information for a new patient, click on the “Plan” and your “Clinic information” option and the remainder of the form will open.



[Physical Health Locations](#)

Clinical Subs & Claims ▾

Tools & Resources ▾

Clinical Resources ▾

Home

Submit a Clinical Sub

Clinical Sub Status

Submit a Claim

Claim 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				

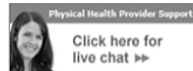
Begin by entering the patients information or select an existing patient from the Patients list.

Currently Selected Patient:

None

Clear Patient

Sorry, no patient was found at this time.



SUBMIT A PATIENT SUMMARY FORM

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.

During Optum business hours providers may reference the phone number in the applicable Plan Summary. Providers may call 877-271-6809 during non-Optum business hours to initiate a request for urgent care.

Patient's Demographic Section

Last Name

First Name

MI

Address

Gender

☐ Male ☐ Female

DOB (mm/dd/yyyy)

ID#

City

State

Please select ▾

Zip

Plan

Please select ▾

Group Number

Clinical Information



Submit a PSF electronically

Welcome, Dr. John Chiropractor, DC, Tier 2 [Links](#) [Help](#) [Sign Out](#)

OPTUM WebAssist Physical Health

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

[Submit a Clinical Sub](#) [Clinical Sub Status](#) [Submit a Claim](#) [Claim Status](#)

Patients

[Physical Health Provider Support](#)
Click here for help

Patient Summary Form

Patient Information

Last Name: First Name: MI: Sex: DOB: mm/dd/yyyy
Address: City: State: Zip:
ID#: Health Plan: Group Number:

Referral Information

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

Provider Information

Dr. John Chiropractor, DC Office Location: 6300 Olson Memorial Hwy, Louisville, KY - 40009
*Credentials: ☐ MD/DO ☐ DC ☐ PT ☐ OT ☐ ATC ☐ MT ☐ ST ☐ Other
*Setting: Is this Home Care Setting? ☐ Yes ☐ No

Is this an Administrative Correction to a Previous Submission? ☐

Provider Completes This Section

*Date you want THIS submission to begin: mm/dd/yyyy
*Patient Type:
☐ 1-New to your office ☐ 2-Ex't'd, new injury ☐ 3-Ex't'd, new episode ☐ 4-Ex't'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:
☐ 98940 ☐ 98941 ☐ 98942 ☐ 98943 ☐ None
*Diagnosis (ICD code):
Dx1: Dx2: Dx3: Dx4:
Dx5: Dx6: Dx7: Dx8:
Dx9: Dx10: Dx11: Dx12:
*Nature of Treatment:
 (Please select)
Current Functional Measure Score:
Neck Index: Neck Form: Back Index: Back Form: FOTO:
DASH: DASH Form: LEFS: LEFS Form:
(Other)

Patients not Requiring Clinical Submission

- In the event you receive the note below (in red), the clinical submission is NOT required and no further action need be taken. Follow billing instructions for the member as indicated on their ID card.

The screenshot shows the Optum WebAssist Provider Portal interface. The browser address bar displays `stage-webassist-ph.uhc.com/ClinicalSubmissions/Index?page=AuthSubmit`. The page header includes a navigation bar with links for "Welcome", "Tier 1 Advantage", "Links", "Help", and "Sign Out". Below the header, the Optum logo and "WebAssist Physical Health" are visible. A secondary navigation bar contains "Physical Health Locations", "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". A third navigation bar includes "Submit a Clinical Sub", "Clinical Sub Status", "Submit a Claim", and "Claim Status".

On the left, there is a "Patients" section with a grid of letters (A-Z) for patient selection. Below the grid is a date field showing "04/29/1950" and a "Physical Health Provider Support" chat button with the text "Click here for live chat".

The main content area features a red message box stating: "At this time, Clinical Submission to Optum is not required for this patient. Please contact Humana at the number on the back of the member's ID card if you have any questions." To the right of this message, it says "Currently Selected Patient: None" and includes a "Clear Patient" button.

The footer contains links for "Optum | Privacy Policy | Contact Us | Provider Locator | Accessibility" and the copyright notice "© 2018 Optum. All Rights Reserved."

Administrative Corrections

- If you need to make a change to your submission either before or after you receive the response letter on the submission, 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 on the option "Is this an Administrative Correction to a Previous Submission?"

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a navigation bar includes a welcome message for Dr. John Chiropractor, DC, Tier 2, and links for Help and Sign Out. Below this, a secondary navigation bar features the Optum logo and a 'WebAssist Physical Health' title. The main content area is divided into several sections. On the left, there's a 'Patients' section with a grid of letters (A-Z) and a 'Patient Name' field. Below this is a 'Physical Health Incident Report' section with a 'Click here for live chat' button. The central 'Patient Summary Form' is divided into three main sections: 'Patient Information', 'Referral Information', and 'Provider Information'. The 'Patient Information' section includes fields for Last Name, First Name, MI, Sex, DOB, Address, City, State, Zip, ID#, Health Plan, and Group Number. The 'Referral Information' section includes fields for Physician, Date Issued, and Referral Number. The 'Provider Information' section includes fields for Dr. John Chiropractor, DC, Office Location, and a checkbox for 'Is this an Administrative Correction to a Previous Submission?'. A red arrow points to this checkbox. Below the 'Provider Information' section is a 'Provider Completes This Section' section with a checkbox for 'I have read and understand the terms and conditions of the submission process'.

Administrative Corrections

- When the option opens, check off all that is applicable to your submission then type in a reference number, either the PCN from the electronic confirmation page, or the submission number from the response letter of the incorrect submission.

Clinical Subs & Claims	Tools & Resources	Clinical Resources	Home	Logout
Submit a Clinical Sub	Clinical Sub Status	Submit a Claim	Claims Status	

Patient Summary Form

>> Patient Information

Last Name: First Name: MI: Sex: DOB: mm/dd/yyyy
Address: City: State: Zip:
ID#: Health Plan: Group:

>> Referral Information

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

>> Provider Information

John Chiropractor, DC Office Location:
* Credentials: ☐ MD/DO ☐ DC ☐ PT ☐ OT ☐ Both PT and OT ☐ Home Care ☐ ATC ☐ MT ☐ Other

>> Is this an Administrative Correction to a Previous Submission? ☒

Please note: Do not submit clinical appeals through this process. Please review plan summary for more information

* Check applicable reason(s)(must select atleast one)
☐ Patient information ☐ Provider information ☐ Date you want the corrected submission to begin ☐ CMT code ☐ Diagnosis code

* Reference #(PCN , submission #) of incorrect submission:

>> Provider Completes This Section

* Date you want THIS submission to begin: mm/dd/yyyy

* 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:

Current Functional Measure Score

- To complete the Current Functional Measure Score, click on the form that your patient has completed, an electronic version of the form will open

Clinical Subs & Claims Tools & Resources Clinical Resources Home Logout

Provider Completes This Section

* Date you want THIS submission to begin: mm/dd/yyyy

* 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:

☐ 98940 ☐ 98941 ☐ 98942 ☐ 98943 ☐ None

* Diagnosis (ICD code):

Current Functional Measure Score:

Neck Index **Neck Form** Back Index **Back Form** [Keele STarT Back Screening Tool \(SBST\)](#)

DASH **DASH Form** LEFS **LEFS Form**

(other)

Patient Completes This Section

Current Functional Measure Score

- When you have completed transferring the patient's scores, click on "Calculate" and then "Accept" and the score will be placed on the electronic PSF form

The screenshot shows a web browser window titled "Neck Index -- Webpage Dialog" with the URL <https://www.myoptumhealthphysicalhealth.com/neckindexform.asp>. The form is titled ">> Neck Index" and contains several dropdown menus for different activities, all currently set to "No Answer":

- Pain Intensity
- Sleeping
- Reading
- Concentration
- Work
- Personal Care
- Lifting
- Driving
- Recreation
- Headaches

At the bottom of the form, there is a score field displaying "0". To the left of the score field is a button labeled "Calculate" (circled in red and labeled with a red "1"). To the right of the score field is a button labeled "Accept" (circled in red and labeled with a red "2"). Further to the right is a button labeled "Clear Data".

Print and Submit

- When the form is completed click the submit button. If you have forgotten to fill out any required information the site will prompt you to complete that question. You will then receive an electronic confirmation page that will include the information you submitted on the PSF and a confirmation number. You may write down that number or print out the page. The confirmation is your guarantee that we have received the submission.

☐ 1 - No ☐ 2 - Yes

5. Do you think it's not really safe for a person with a condition like yours to be physically active?

☐ 1 - No ☐ 2 - Yes

6. Have worrying thoughts been going through your mind a lot of the time?

☐ 1 - No ☐ 2 - Yes

7. Do you feel that your back pain is terrible and it's never going to get any better?

☐ 1 - No ☐ 2 - Yes

8. In general have you stopped enjoying all the things you usually enjoy?

☐ 1 - No ☐ 2 - Yes

9. Overall, how bothersome has your back pain been in the last 2 weeks?

☐ 1 - Not at all ☐ 2 - Slightly ☐ 3 - Moderately ☐ 4 - Very Much ☐ 5 - Extremely

*SBST Category:

*SBST Not Completed:

© Originally Developed by: Keele University 01/08/07 Funded by Arthritis Research UK

Checking Status of Your Clinical Submission

- To check the status of your submission, go to the home page, to “Activity Center”, “Clinical Submissions” to “Check Status”

The screenshot displays the Optum WebAssist Physical Health portal. At the top, a dark grey header bar contains the text "Welcome, Dr. John Chiropractor, DC, Tier 2" on the left and "Links ▾ ? Help Sign Out" on the right. Below the header, the Optum logo is followed by "WebAssist Physical Health". A horizontal navigation bar includes "Clinical Subs & Claims ▾", "Tools & Resources ▾", "Clinical Resources ▾", and "Home".

The main content area is divided into two columns. The left column, titled "Physical Health Locations", contains a red-bordered box around the "Activity Center" link. Below this, under "Clinical Submissions and Claims", there are two sections: "Clinical Submissions" and "Claims". In the "Clinical Submissions" section, the "Check Status" link is highlighted with a red-bordered box. A red arrow points from this link to the "Check Status" link in the "Claims" section. Below these sections are "Recent Clinical Submissions", "Expiring Clinical Submissions", "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", contains three notification boxes: "Reminder Notification: Provider Tier Letters Now Online! ▶", "Reminder Notification: Primary Care Referral Needed for UnitedHealthcare® Navigate™, UnitedHealthcare® Compass, and UnitedHealthcare™ Charter ▶", and "Welcome to WebAssist! ▶".

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Check Status of Your Clinical Submission

- Either click on the patient's name off the Patients List, or find the response through the office location or decision date.
- See “Status” for the patient which first will note pending followed in 1 to 2 business days as completed status and then the “Letter” will appear 24 hours following.
- Note that responses must be obtained here and are not mailed to the provider.

Optum WebAssist Physical Health

Physical Health Locations

Clinical Subs & Claims Tools & Resources Clinical Resources Home

Submit a Clinical Sub Clinical Sub Status Submit a Claim Claim Status

Clear Patient

Patients

Use the date range shown to find the applicable clinical submission - if the Status indicates Completed, click on Completed for more details.

Currently Selected Patient: None
Currently Selected Date: None

Search Options:

Office Location: [SELECT] Optum Decision Date: [SELECT] Patient & Date of Birth: [SELECT Patient(s)]

Search

Please Note: Response Letters will be available online for 6 months after Optum Decision Date.

Clinical submissions on file for the last six months:

Confirmation #	Reference #	Patient Name	Date of Birth	Requested From	Status	Letter	Attachments
No records to view							

Page 1 of 0

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

Completed We have completed the review on your Clinical Submission.

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Check Status

- Print a copy of the response or email us questions you have regarding that submission

>> Patients

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

PATIENT NAME	PATDOB
Bear, Pooh	03/26/68

Clinical Subs & Claims | Tools & Resources | Clinical Resources | Home | Logout

Submit a Clinical Sub | **Clinical Sub Status** | Submit a Claim | Claims Status

To go back and view the complete list of submissions for this patient, use the Back button on your browser or click Clinical Sub Status above.

Currently Selected Patient:
Pooh Bear-03/26/68

Clear Patient

Clinical Submission Response Details



Patient Name: Pooh Bear	Response #: 13619644
Health Plan: [REDACTED]	Clinical Submission Received on: 4/25/2013
Provider: John Chiropractor, DC	Support Clinician: Administrative Review

Your Indicated Start Date
4/25/2013

The following actions and comments apply to this request:

At this time you are not required to submit Patient Summary forms for this member's health plan in your region. Please contact us if you have any questions.

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 the result of OptumHealth's review for this patient. Please refer to the Clinical Submission Response Form sent to your office via fax or mail for complete information.

 **Question On This Response**

Technical Assistance

- For technical questions, issues or concerns about our Web site please email us from the home page, bottom left “Encountered a Problem?” You may also call our Electronic Connectivity Unit at 888-676-7768, and follow the prompt to leave a voice message for the unit.

The screenshot displays the Optum WebAssist Physical Health portal. At the top, a dark grey header bar contains the user greeting "Welcome, Dr. John Chiropractor, DC, Tier 2" and navigation links for "Links", "Help", and "Sign Out". Below the header, the Optum logo and "WebAssist Physical Health" text are visible. A navigation bar includes "Clinical Subs & Claims", "Tools & Resources", "Clinical Resources", and "Home". The main content area is divided into two columns. The left column, titled "Activity Center", contains sections for "Clinical Submissions and Claims" (with "Submit" and "Check Status" links for both), "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 a red-bordered box highlighting the "Encountered a problem ?" link with the text "Click here to get assistance". A red arrow points from this link towards the right. The right column, titled "Informational Center", contains reminder notifications for "Provider Tier Letters Now Online!", "Primary Care Referral Needed for UnitedHealthcare® Navigate™, UnitedHealthcare® Compass, and UnitedHealthcare™ Charter", and a "Welcome to WebAssist!" message. At the bottom, a footer bar contains links for "Optum | Privacy Policy | Contact Us | Provider Locator | Accessibility" and the copyright notice "© 2018 Optum. All Rights Reserved."



Thank you

Deborah Travers

Electronic Connectivity Unit

February 2020