Welcome to WebAssist - Optum Provider Portal

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

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.

OPTUM® | WebAssist Physical Health

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
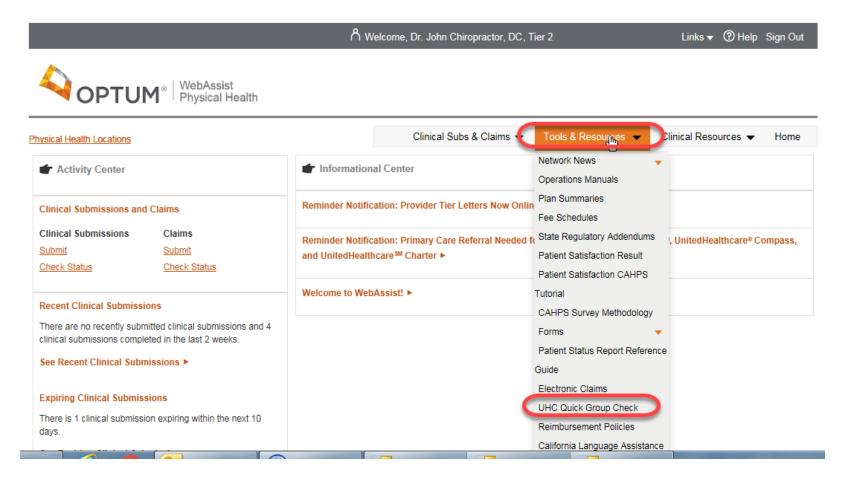- Plan Summaries & Fee Schedules
- Forms

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"

Determine If Clinical Submission is Required

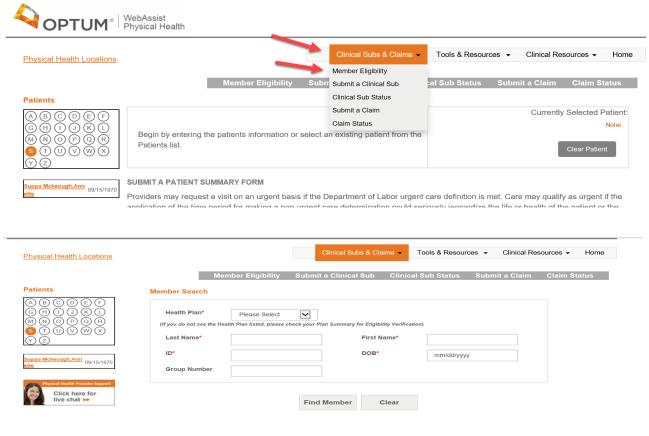- The "UHC Quick Group Check" is for members with a 6-digit group number only, including Navigate and Compass. Type in the group number and hit "submit". You will receive an instant response whether clinical submission is required
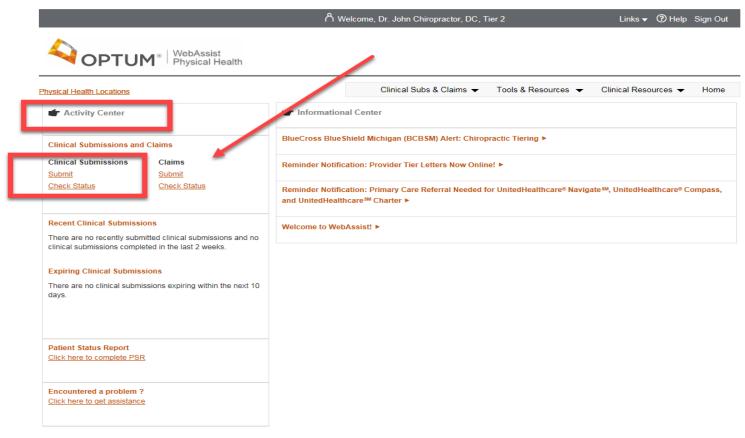
Member Eligibility and Benefits

- Providers are required to retrieve member eligibility and benefits online. Under Clinical Subs & Claims, scroll to "Member Eligibility" and follow the simple steps to capture the search results.
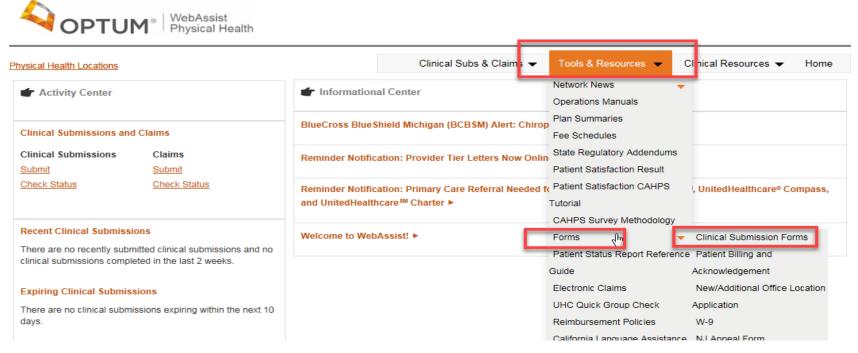
Submit a PSF electronically

- The electronic form is then located under the "Activity Center" on the left or at the tool bar option on top "Clinical Subs & Claims".
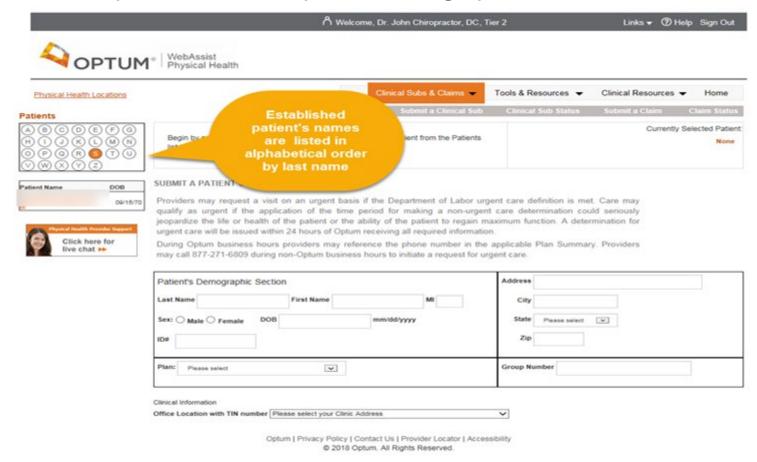
Submit a PSF electronically

- 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 website.

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.
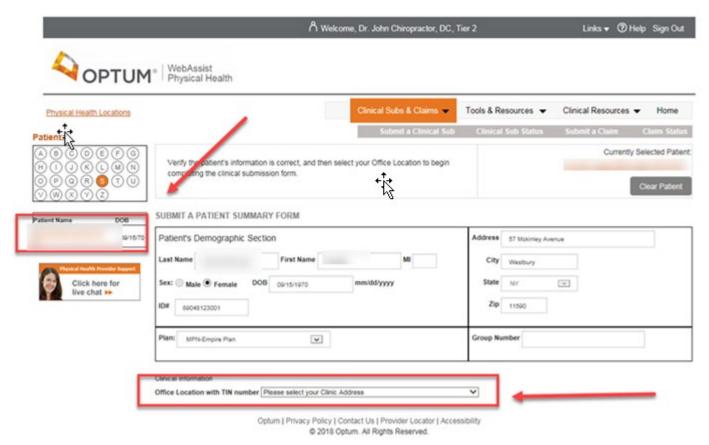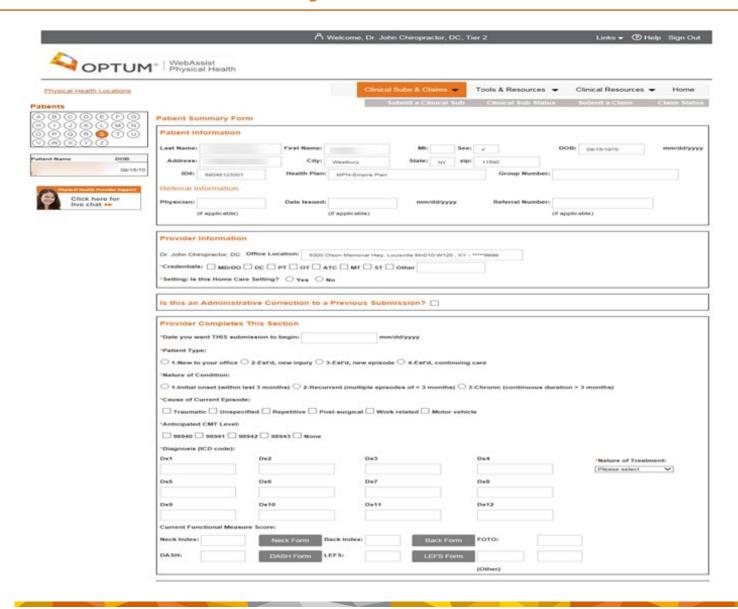
Patient Demographic Changes

- 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.

OPTUM™

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.
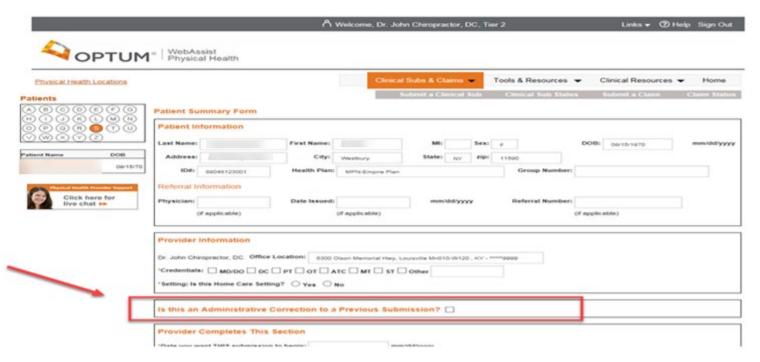
Submit a PSF electronically
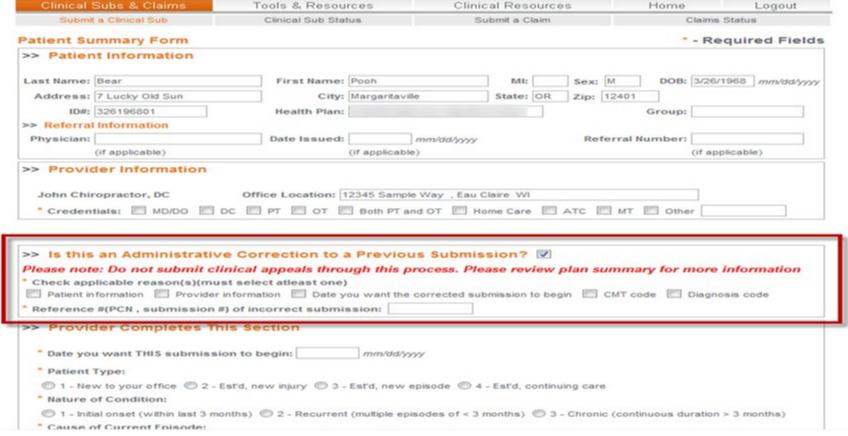
Administrative Corrections

- 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?"

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.
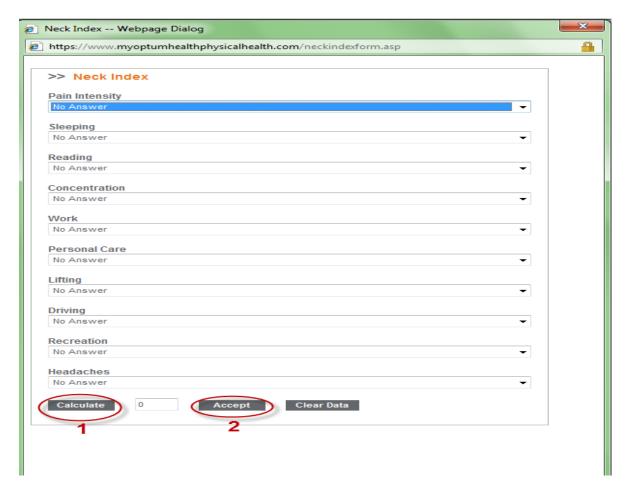
Current Functional Measure Score

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

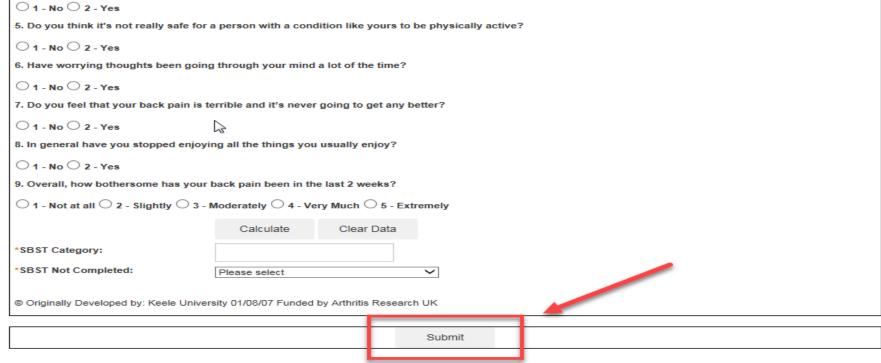# Current Functional Measure Score

- 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
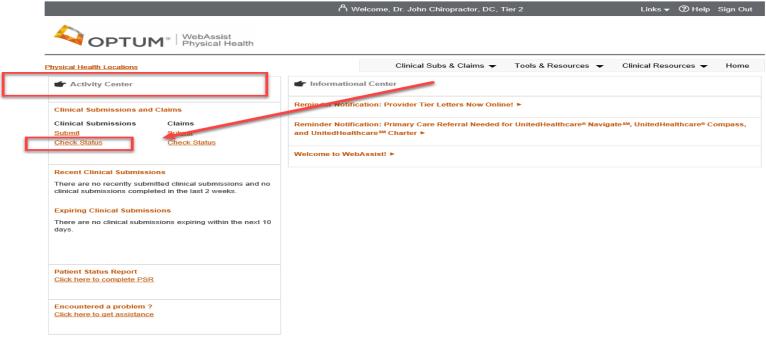
Print and Submit

- 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.
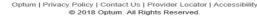
Processing

- 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"
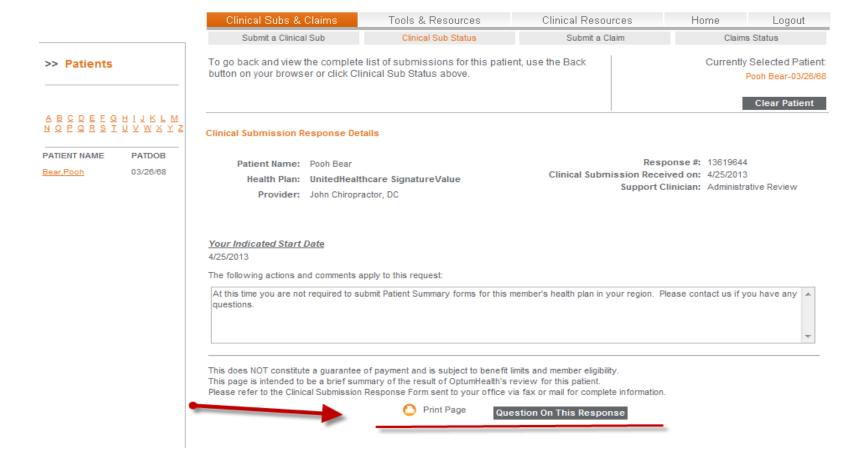
Check Status

- 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.
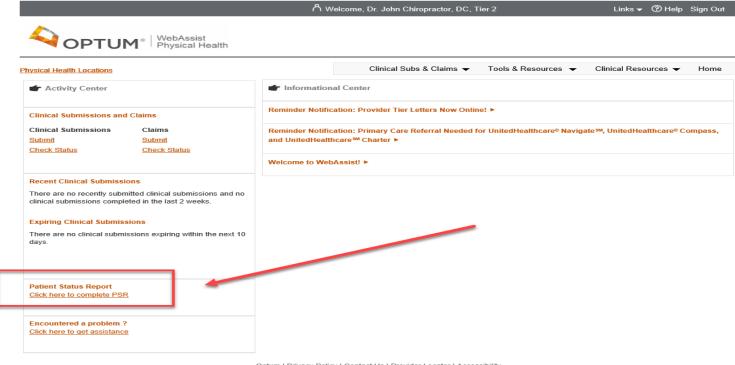
Check Status

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

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 chose. The list is updated regularly
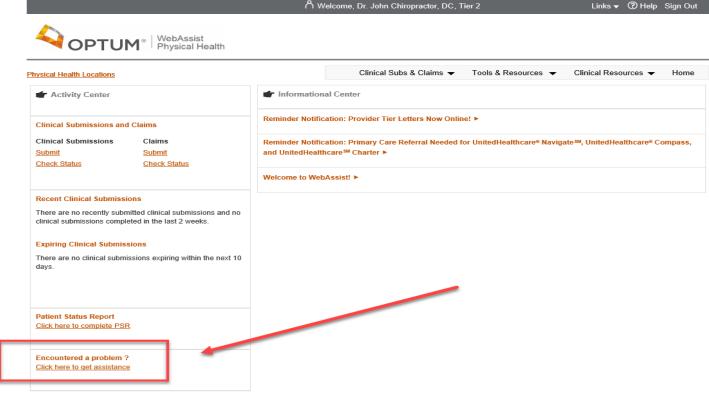
Technical Assistance

- For technical questions, issues or concerns regarding our website email us from the home page, bottom left "Encountered a Problem?"

Thank you

Deborah Travers

Electronic Connectivity Unit

February 2022