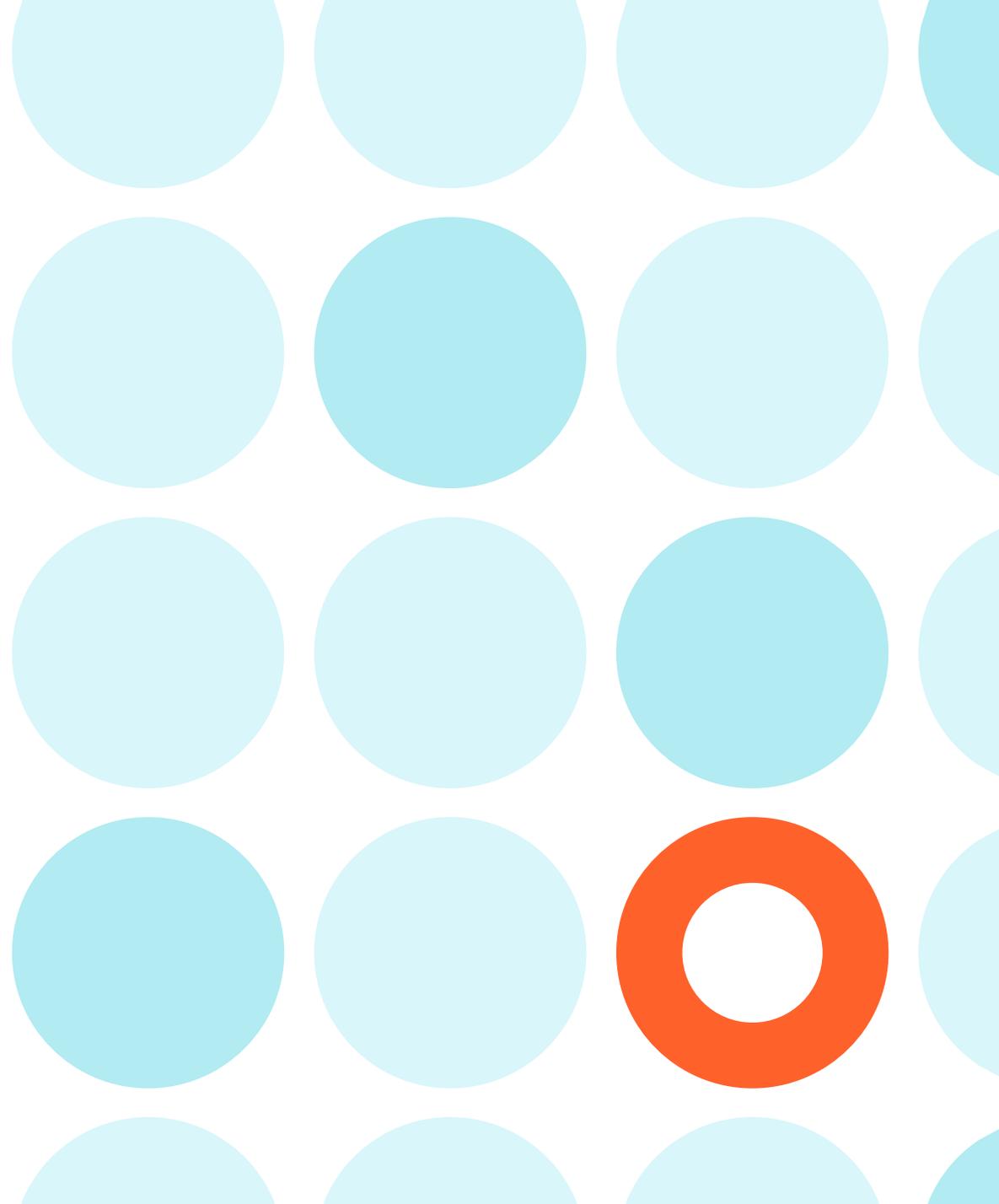




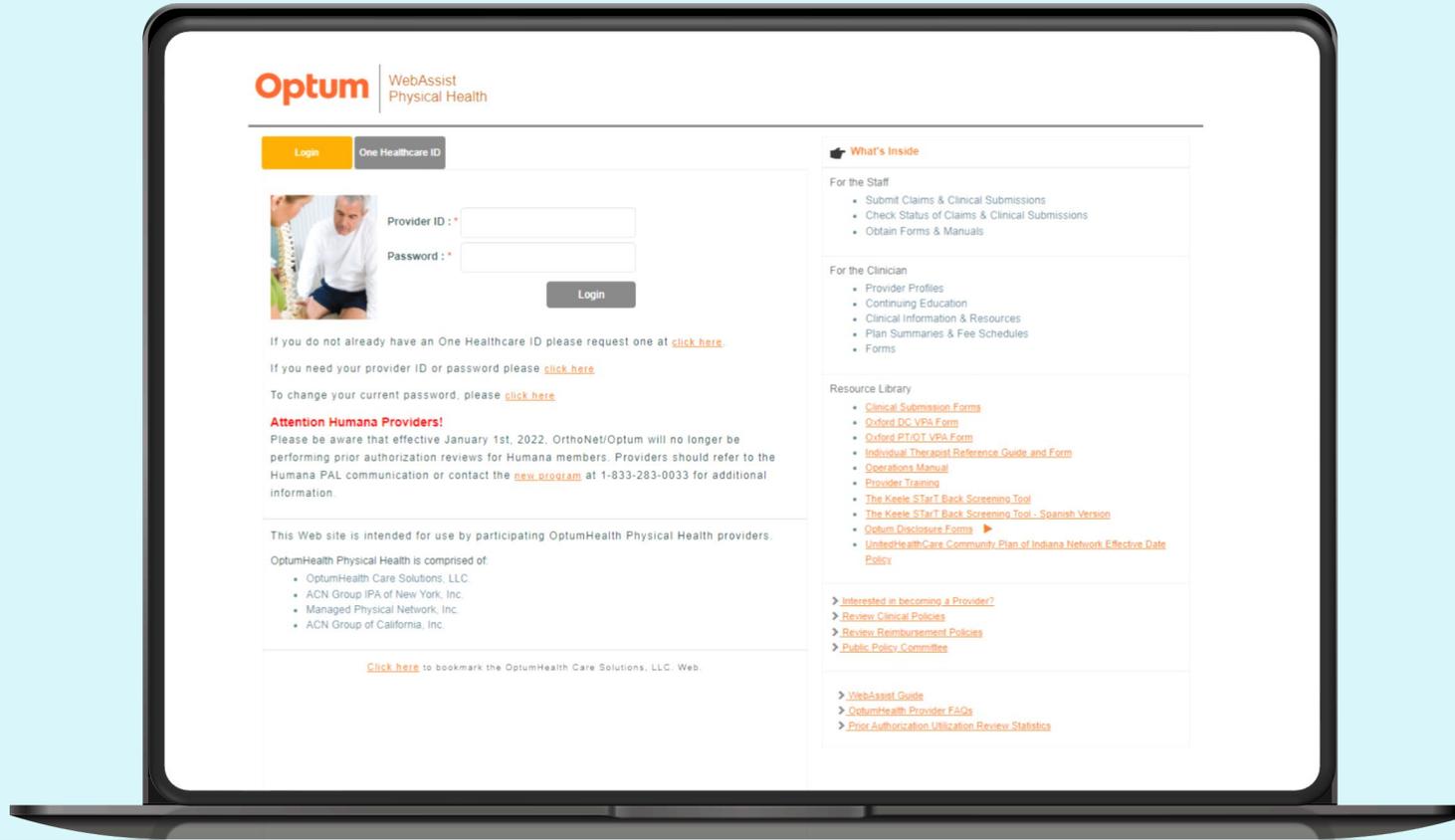
# Welcome to WebAssist Optum Provider Portal

[Discover How to Submit a PSF-750 Online](#)

Published February 2025



# 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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# Login Using Your One Healthcare ID and Password

Once you click the 'Login' button, you will be prompted with the One Healthcare login page. Follow login instructions using your OneHealthCare ID and Password.

If you have any difficulty, you can also call our customer service center and they can assist you. Call: 800-873-4575 or 888-676-7768

**Optum** | WebAssist  
Physical Health

**One Healthcare ID**

 One Healthcare ID empowers the user to register health identity (their One Healthcare ID) and use it to oneself to any application that allows "Sign in with One Healthcare ID", including the Provider Portal. If you already have a One Healthcare ID click the button below to log in.

[Login](#)

If you do not already have an One Healthcare ID please request one at [click here](#)

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

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

**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](#)

# Determine if Clinical Submission is Required – UHC Members

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

The screenshot displays the Optum WebAssist Physical Health interface. At the top right, a user is logged in as 'John Chiropractor, DC, MT, LAC, Tier 2'. The main navigation bar includes 'Physical Health Locations', 'Clinical Subs & Claims', and 'Tools & Resources'. The 'Tools & Resources' menu is expanded, showing options like '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', and 'UHC Quick Group Check'. The 'UHC Quick Group Check' option is highlighted with a red box and a red circle containing the number '2'. Another red circle with the number '1' is positioned above the 'Tools & Resources' menu.

**Activity Center**

**Clinical Submissions and Claims**

Clinical Submissions	Claims
<a href="#">Submit</a>	<a href="#">Submit</a>
<a href="#">Check Status</a>	<a href="#">Check Status</a>

**Recent Clinical Submissions**

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

[See Recent Clinical Submissions >](#)

**Expiring Clinical Submissions**

**Informational Center**

- [Pediatric therapies \(OT/PT\) Clinical Review Faxir](#)
- [Reminder Notification: Provider Tier Letters No](#)
- [Effective January 1, 2022, all Providers need to u](#)
- [Effective July 1 all clinical sub status must be tra](#)
- [VA Community Care Network >](#)
- [Welcome to WebAssist! >](#)

**Tools & Resources**

- 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

# Determine if Clinical Submission is Required – UHC Members

The UHC Quick Group Check requires entering individual member information to verify clinical submission requirements.

Enter the member's name, ID and date of birth, then click 'Find Member.'

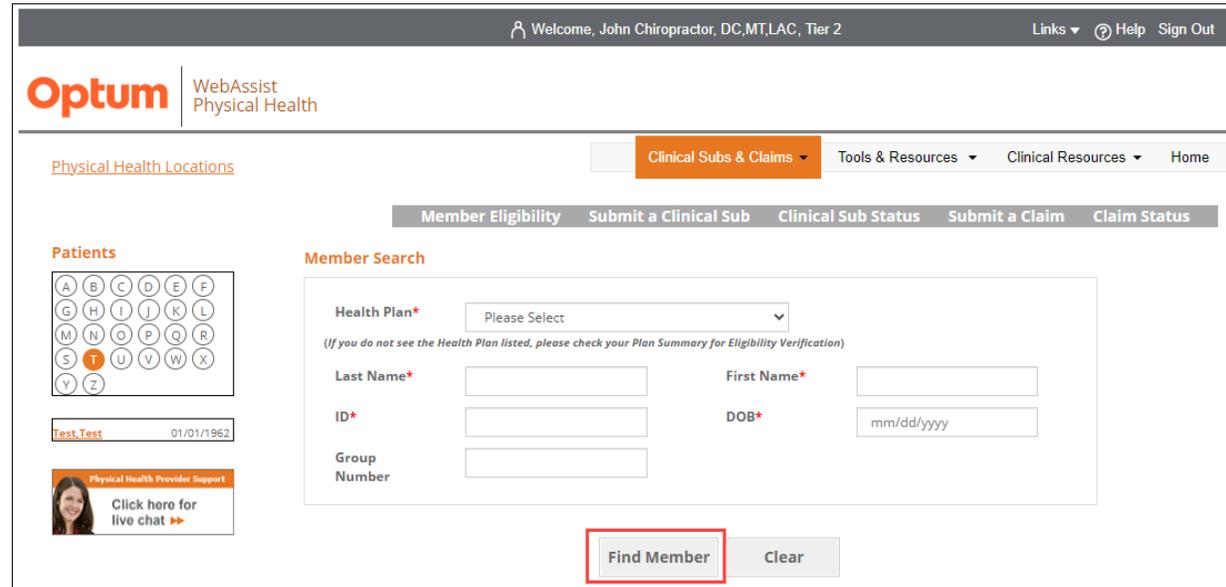
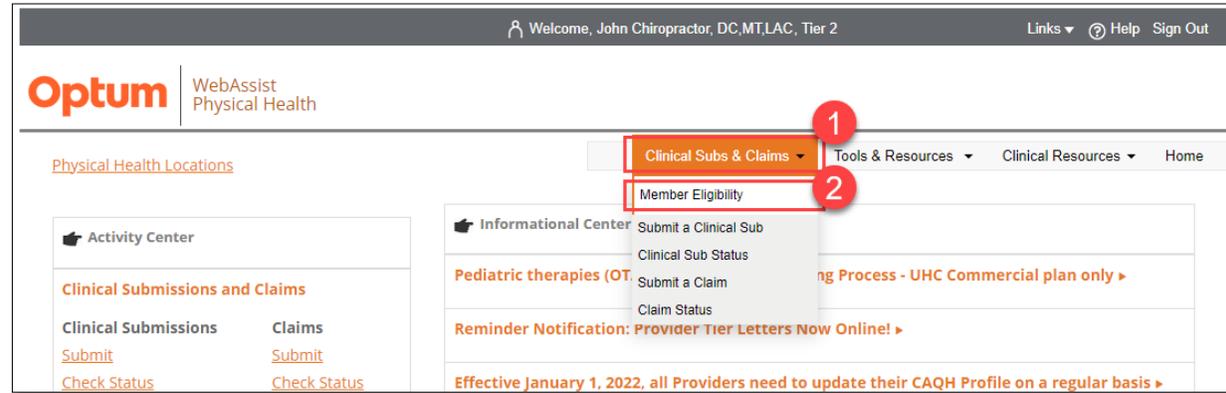
The screenshot displays the Optum WebAssist Physical Health interface. At the top, the Optum logo is followed by 'WebAssist Physical Health'. A navigation bar includes 'Physical Health Locations', 'Clinical Subs & Claims' (highlighted), 'Tools & Resources', 'Clinical Resources', and 'Home'. Below this is a secondary navigation bar with 'Member Eligibility', 'Submit a Clinical Sub', 'Clinical Sub Status', 'Submit a Claim', and 'Claim Status'. A message states: 'UHC Quick Group Check now requires entering the individual member information to verify clinical submission requirements. To check if a submission is required, you are now required to enter the member's name, ID and date of birth.' The 'Member Search' section contains a form with the following fields: 'Health Plan\*' (dropdown menu showing 'UnitedHealthcare'), a note '(If you do not see the Health Plan listed, please check your Plan Summary for Eligibility Verification)', 'Last Name\*', 'First Name\*', 'ID\*', 'DOB\*' (with a placeholder 'mm/dd/yyyy'), and 'Group Number'. At the bottom of the form are 'Find Member' and 'Clear' buttons. On the left side of the interface, there is a 'Patients' section with an alphabetical keypad (A-Z), a search bar containing 'Test.Test' and '01/01/1962', and a 'Physical Health Provider Support' banner with a 'Click here for live chat' button.

# Member Eligibility and Benefits

Providers are required to verify member eligibility and benefits online.

Under Clinical Subs & Claims menu, click 'Member Eligibility'.

Enter the member's name, ID and date of birth, then click 'Find Member.'



# PSF-750 Form

Many offices print a hard copy of the PSF-750 first, have the provider and the patients fill out their sections, and then enter the information electronically on the Optum web site.

You can find the PSF-750 hard copy under the “Tools & Resources” menu click on Clinical Forms.

You will be presented with clinical forms. Click Patient Summary Form PSF-750, or any other Functional Outcome Measure (FOM) Form.

Once the form loads, simply download or print.

The screenshot shows the Optum WebAssist Physical Health interface. At the top, a navigation bar includes the user name 'Welcome, John Chiropractor, DC, MT, LAC, Tier 2' and links for 'Links', 'Help', and 'Sign Out'. Below this, the 'Optum WebAssist Physical Health' logo is displayed. A main navigation menu contains 'Physical Health Locations', 'Clinical Submissions and Claims', 'Clinical Submissions', 'Recent Clinical Submissions', and 'See Recent Clinical Submissions'. A secondary navigation bar includes 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. The 'Clinical Resources' dropdown menu is open, showing options like 'About Clinical Resources', 'Clinical Guidelines', 'Clinical Forms', 'Patient Status Report Reference Guide', and 'Pediatric therapies (OT/PT) Clinical Review Faxing Process - UHC Com'. The 'Clinical Forms' link is highlighted with a red box and the number '2'. On the left sidebar, the 'Clinical Forms' link is also highlighted with a red box and the number '3'. The main content area displays a list of clinical forms, with 'Patient Summary Form PSF-750' highlighted with a red box and the number '3'. Other forms listed include 'Fax Cover Sheet', 'Patient Summary Form Quick Reference Guide', 'Patient Summary Form PSF-750 - Chinese Version', 'Patient Summary Form PSF-750 - Spanish Version', 'Disabilities of the Arm, Shoulder and Hand (DASH)', 'Disabilities of the Arm, Shoulder and Hand (DASH) - Spanish Version', 'Lower Extremity Functional Scale (LEFS)', 'Lower Extremity Functional Scale (LEFS) - Spanish version', 'Back Index', 'Back Index - Spanish Version', 'Neck Index', 'Neck Index - Spanish Version', 'UHC Clinical Submission Process Guide', 'The Keele STarT Back Screening Tool', and 'The Keele STarT Back Screening Tool - Spanish Version'.

# Submit a PSF Electronically

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

The screenshot shows the Optum WebAssist Physical Health interface. At the top, a dark grey header contains a user profile icon and the text "Welcome, John Chiropractor, DC,MT,LAC, Tier 2". Below the header, the Optum logo is on the left, and "WebAssist Physical Health" is on the right. A navigation bar contains "Physical Health Locations" and two dropdown menus: "Clinical Subs & Claims" and "Tools & Resources". The main content area is divided into two columns. The left column has a red box around the "Activity Center" header. Below it, the "Clinical Submissions and Claims" section has a red box around the "Submit" link under "Clinical Submissions". A red arrow points to this "Submit" link. Other links in this section include "Check Status" under "Clinical Submissions" and "Submit" and "Check Status" under "Claims". The right column has an "Informational Center" header and several informational messages, including "Pediatric therapies (OT/PT) Clinical Review Faxing Process - UHC Comme", "Reminder Notification: Provider Tier Letters Now Online! ▶", "Effective January 1, 2022, all Providers need to update their CAQH Profil", and "Effective July 1 all clinical sub status must be tracked online ▶".

# 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, first select the plan name, and then complete the patient demographics section in the blank form.

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

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

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', 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', 'Credentialing Application Status', and 'Home'. Below this, a secondary navigation bar contains 'Member Eligibility', 'Submit a Clinical Sub', 'Clinical Sub Status', 'Submit a Claim', and 'Claim Status'. The main content area is titled 'Patients' and features a grid of letters (A-Z) for patient selection. A red arrow points to a patient entry labeled 'Test,Test' with a date of '01/01/1962'. To the right of the grid is a 'Plan:' dropdown menu with 'Please select' as the current selection. Below the grid is a 'Physical Health Provider Support' section with a 'Click here for live chat' button. The 'Currently Selected Patient:' section shows 'None' and a 'Clear Patient' button. A 'SUBMIT A PATIENT SUMMARY FORM' section contains text about urgent care and a phone number. The 'Patient's Demographic Section' includes fields for Last Name, First Name, MI, Gender (Male/Female), ID#, Address, City, State (dropdown), and Zip. A 'Group Number' field is located at the bottom.

# 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 Subs & Claims

Member Eligibility | Submit a Clinical Sub

**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 | MI: | 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 Subs & Claims | Tools & Resources | Clinical Resources | Home

Member Eligibility | Submit a Clinical Sub | Clinical Sub Status | Submit a Claim | Claim 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: OR | Zip: 97814  
ID#: 1111111111 | Health Plan: UnitedHealthcare Medicare | Group Number: | Referral Information: Physician: (if applicable) | Date Issued: (if applicable) | Referral Number: (if applicable)

**Provider Information**

Jahn 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](#)

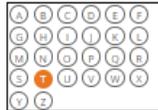
Is this an Administrative Correction to a Previous Submission?

**Provider Completes This Section**

\*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-Ext'd, new injury  3-Ext'd, new episode  4-Ext'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: \*Nature of Treatment: Please select  
Dx5: Dx6: Dx7: Dx8:

# Submit a PSF electronically – Clinical Information

## Patients



Test, Test 01/01/1962



Enter all required the clinical information within the electronic form.

## 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#: 1111111111111111 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

\*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?'

## Patients

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

Test, Test 01/01/1962



## Patient Summary Form

### Patient Information

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

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

John Chiropractor, DC, MT, LAC 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?

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 visits within next 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.

## Patients

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

Test, Test 01/01/1962



## Patient Summary Form

### Patient Information

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

Address:  City:  State:  Zip:

ID#:  Health Plan:  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:

\*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?

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

\*Check applicable reason(s) (must select at least one)

Patient information  Provider information  Date you want the corrected submission to begin  CMT code  Diagnosis code

\*Reference # (Confirmation, submission #) of incorrect submission:

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

A 'Neck Index' pop-up window is overlaid on the right side of the screen. 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 pop-up, there are three buttons: 'Calculate' (marked with a red circle and the number 1), 'Accept' (marked with a red circle and the number 2), and 'Clear Data'.

# 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 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', 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. Below this, a secondary bar contains 'Member Eligibility', 'Submit a Clinical Sub', 'Clinical Sub Status', 'Submit a Claim', and 'Claim Status'. The main content area is titled 'Patients' and features a 26-letter grid where the letter 'T' is highlighted. Below the grid is a search bar containing 'Test, Test' and a 'Physical Health Provider Support' chat button. The 'Patient Summary Form' section is highlighted with a red border and contains the following error messages:

- Indicate if Home Care setting
- Primary Diagnosis Code not entered

The 'Patient Information' section includes fields for Last Name (Test), First Name, MI, Gender, DOB, Address, City, State, Zip, ID#, Health Plan, and Group Number. Below this is the 'Referral Information' section, which contains a survey question: '8. In general have you stopped enjoying all the things you usually enjoy?'. The survey options are radio buttons for '1 - No' (selected) and '2 - Yes'. Below this is another question: '9. Overall, how bothersome has your back pain been in the last 2 weeks?'. The options are radio buttons for '1 - Not at all', '2 - Slightly', '3 - Moderately', '4 - Very Much', and '5 - Extremely' (selected). There are 'Calculate' and 'Clear Data' buttons. The '\*SBST Category' is displayed as 'High Risk'. 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 displayed. A navigation bar includes 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. Below this is a secondary navigation bar with 'Member Eligibility', 'Submit a Clinical Sub', 'Clinical Sub Status', 'Submit a Claim', and 'Claim 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' section with a 'Click here for live chat' button. The central focus is the 'Patient Summary Form Confirmation Page' for 'Confirmation Number: 23179498'. This page 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: Is this Home Care Setting?, Would you like to attach additional documents to this Clinical Submission? N, No documents were attached to this submission.), and a survey section with questions like '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'. At the bottom, the 'SBSI Category: High Risk' is shown, and a 'Print Page' button is highlighted with a red box and an arrow pointing to it. Below the button, it says '\*\* 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.

To check the status of your submission, go to the Optum WebAssist home page. Under the Activity Center, click the 'Check Status' hyperlink under Clinical Submissions.

The screenshot displays the Optum WebAssist Physical Health interface. At the top, a dark navigation bar contains the user's name 'Welcome, John Chiropractor, DC,MT,LAC, 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 includes 'Physical Health Locations', 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. The main content area is divided into two sections: 'Activity Center' and 'Informational Center'. The 'Activity Center' section is further divided into 'Clinical Submissions and Claims', which includes two columns: 'Clinical Submissions' and 'Claims'. Under 'Clinical Submissions', there are links for 'Submit' and 'Check Status'. The 'Check Status' link is highlighted with a red box and a red arrow. The 'Informational Center' section contains several announcements, including 'Pediatric therapies (OT/PT) Clinical Review Faxing Process - UHC Commercial plan only', 'Reminder Notification: Provider Tier Letters Now Online!', and 'Effective January 1, 2022, all Providers need to update their CAQH Profile on a regular basis'.

# 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.

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

Member Eligibility Submit a Clinical Sub Clinical Sub Status Submit a Claim Claim Status

**Patients** Clear Patient

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 :Last 1 month(s)

Search Options

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

**Please Note:** Response Letters will be available online for 12 months after Optum Decision Date.

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	<a href="#">View</a>
		Test, Test		03/13/2024	Completed	Open Letter	03/13/2024 17:58:33	<a href="#">View</a>

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 'Member Eligibility' and 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	<a href="#">View</a>
		Test, Test		03/13/2024	Completed	Open Letter	03/13/2024 17:58:33	<a href="#">View</a>

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**

Test, Test    01/01/1962

Physical Health Provider Support  
Click here for live chat

Use the date range shown to find the a  
Status indicates Completed, click on Co

Search Options

Office Location :    Optum  
--SELECT--    LAST

**Please Note:** Response Letters will be e

Clinical submissions on file for the last 3

**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

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

Showing 1 - 2 of 2    Page 1 of 1

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

**Completed** We have completed the review on your Clinical Submission.

# 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.

## 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 2 clinical submissions completed in the last 2 weeks.

[See Recent Clinical Submissions ▶](#)

### Expiring Clinical Submissions

There is 1 clinical submission expiring within the next 10 days.

[See Expiring Clinical Submissions ▶](#)

### Patient Status Report

[Click here to complete PSR](#)

### Encountered a problem ?

[Click here to get assistance](#)

## Informational Center

[Pediatric therapies \(OT/PT\) Clinical Review Faxing Process - UHC Commercial plan only ▶](#)

[Reminder Notification: Provider Tier Letters Now Online! ▶](#)

[Effective January 1, 2022, all Providers need to update their CAQH Profile on a regular basis ▶](#)

[Effective July 1 all clinical sub status must be tracked online ▶](#)

[VA Community Care Network ▶](#)

[Welcome to WebAssist! ▶](#)

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