Welcome to WebAssist - The Optum Provider Portal

Learn How to Submit PSF-750 online

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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

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Start
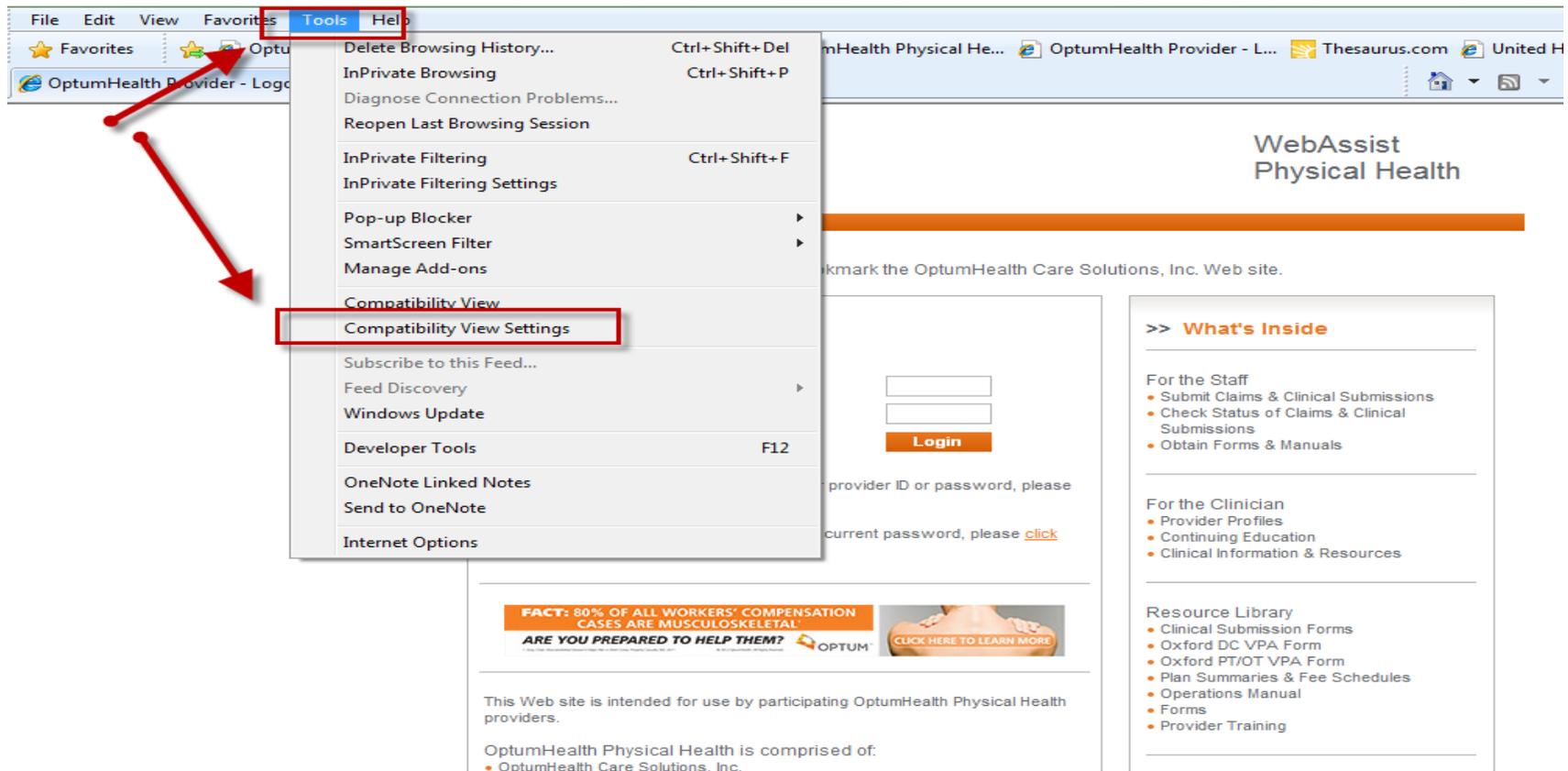## The Web site address is: www.myoptumhealthphysicalhealth.com

Step 1 - Use only Internet Explorer as the browser when accessing the site

- As noted on Optum's login page you must use Internet Explorer (IE) as your browser when accessing the site.

- Please note Microsoft regularly updates IE versions and the site is not compatible with the newer versions. If your system's default preference is to accept automatic updates, Microsoft automatically updates your browser.

- If your browser is not compatible it can create many different issues with the site, so it is important to make sure your IE browser is compatible.

This site has been designed to work with Microsoft Internet Explorer version 5.0 or higher.

Step 1 - Make Your System's IE Browser Compatible

- Go to the top tool bar under the address line to "Tools" scroll down to "Compatibility view settings".

Step 1 - Make Your System's IE Browser Compatible

- When the box opens you will see Optum's web site address in the "Add" column. www.myoptumhealthphysicalhealth.com. Click on "Add" and then click "Close"

Step 1 - Make Your System's IE Browser Compatible

- You can also find "Compatibility View Settings" by going to the right hand corner of your screen, about two inches below the "X" button where you close out the page, you'll see an option for "Tools". Click "Tools" and then halfway down the list you'll see "Compatibility View Settings".
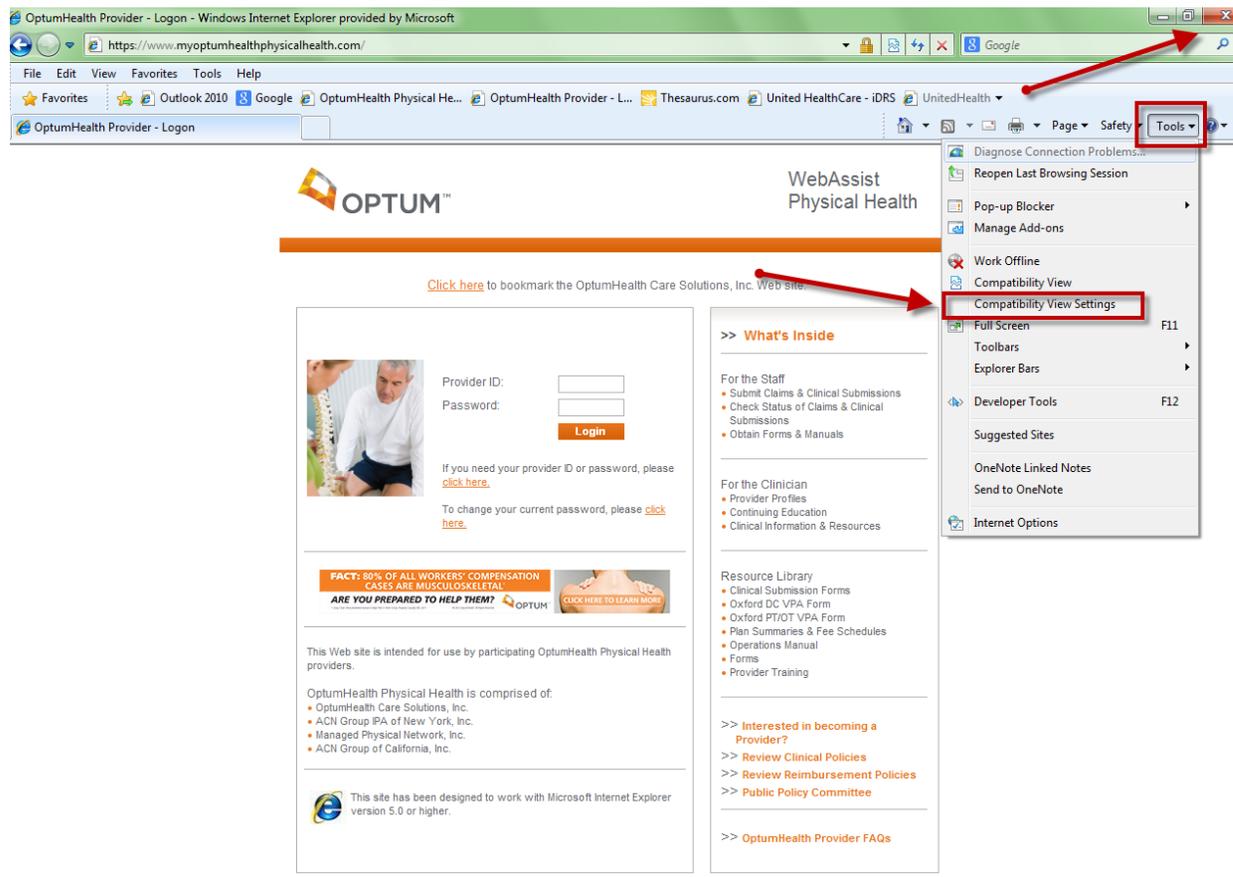
Step 2 - Obtain Your Optum ID & Password

- 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 ID & Password

- You can also call our customer service center and they can assist you.

- Call 800-873-4575 or 888-676-7768

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Step 3 - 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"

Step 3 - 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

Step 4 - 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".

Step 4 - 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.

Step 4 - 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.

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Step 4 - 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.

Step 4 - 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.

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: Bear   First Name: Pooh   MI: Sex: M   DOB: 3/26/1968 mm/dd/yyyy

Address: 7 Lucky Old Sun   City: Margaritaville   State: OR   Zip: 12401

ID#: 326196801   Health Plan: UnitedHealthcare SignatureValue   Group:

>> Referral Information

Physician: Date Issued: mm/dd/yyyy   Referral Number:

(if applicable)   (if applicable)   (if applicable)

>> Provider Information

John Chiropractor, DC   Office Location: 12345 Sample Way , Eau Claire WI

* 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:

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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

- Print a copy of the PSF form before you click on 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 PCN (patient confirmation number) at the top right corner of the page. You may write down that number or print out that page; it is confirmation that we have received the submission.

Processing

- After you submit your PSF you will not see the submission instantly on the site. It takes 24-48 business hours before you will see the submission as completed or in process. Except when there is a possible issue with the submission. In which case it will be researched and Optum will contact you.

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

Check Status

- Click on the patient's name off the Patients list
- See "Status" and click on the word "Completed" and the submission response will open

Check Status

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

Clinical Determination Letters Now Online

- Clinical determination letters are no longer faxed or mailed to providers unless an "online waiver" is approved and on file with OptumHealth Care Solutions, Inc. (Optum).

- Members will continue to receive clinical determination letters via mail.

- To view and print Optum clinical determination letters on www.myoptumhealthphysicalhealth.com

- Click "Clinical Subs & Claims"

- Click "Clinical Sub Status"

- Select applicable search criteria: authorization date(s), patient name(s), patient date of birth

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Clinical Determination Letters Now Online

- Select applicable search criteria: authorization date(s), patient name(s), patient date of birth

Clinical Determination Letters Now Online

- Click "Letter" to view and/or print clinical determination letter

Reference Number	Patient Name	Date of Birth	Requested From	Status	Letter
15731737	<Last Name>, <First Name>	DOB <MM/DD/CCYY>	9/10/2014	Completed	Open Letter
15208393	<Last Name>, <First Name>	DOB <MM/DD/CCYY>	5/7/2014	Completed	Open Letter
14681290	<Last Name>, <First Name>	DOB <MM/DD/CCYY>	1/8/2014	Completed	Open Letter

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 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?"

Thank you

Deborah Travers

Electronic Connectivity Unit

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