

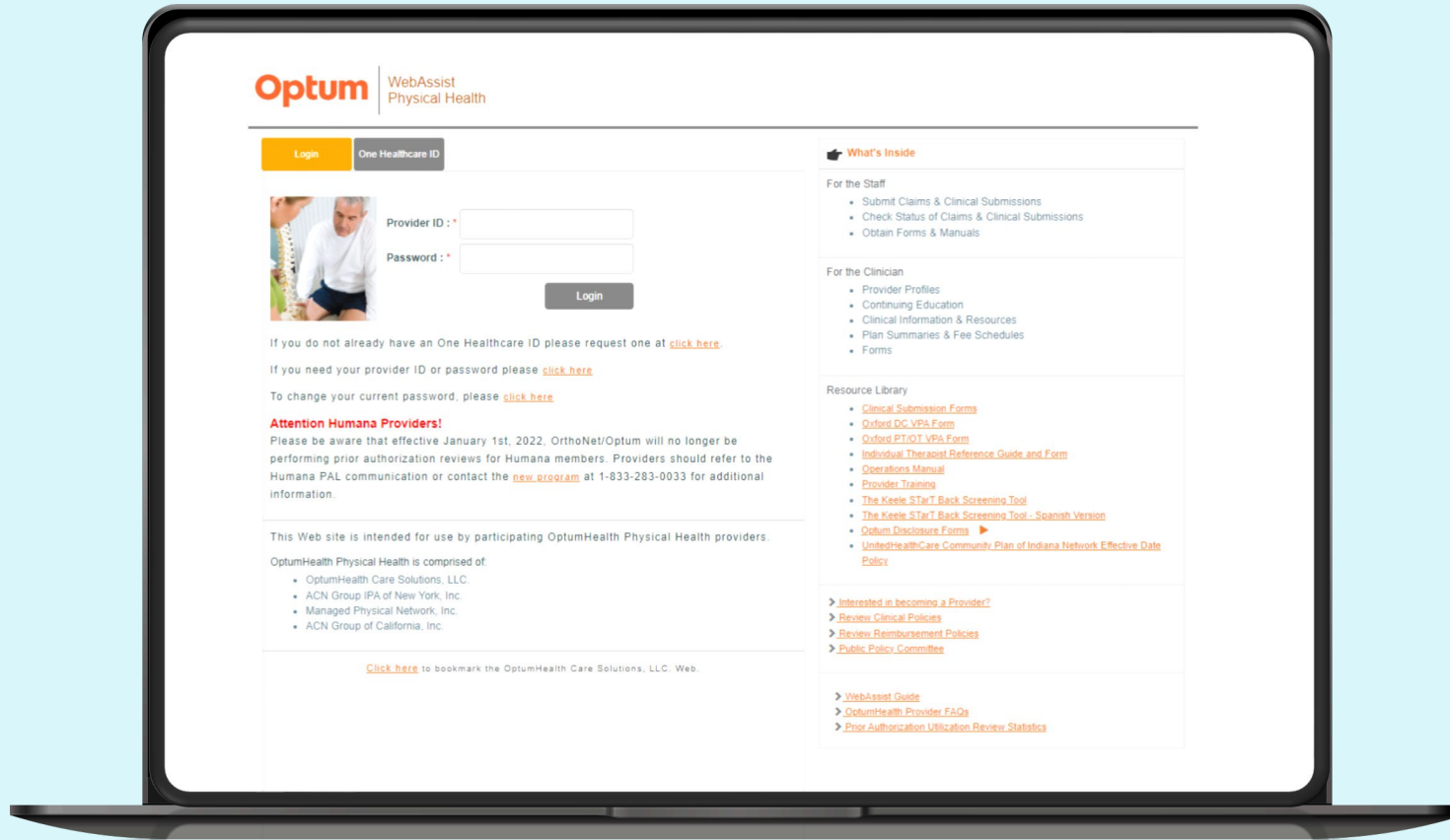


Welcome to WebAssist Optum Provider Portal

Discover How to Submit a PSF-750 Online

Published June 2024

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



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



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Obtain Your Optum User ID and Password

When logging into the portal for the first time, you must have a six-digit Optum provider ID and password.

To request this information, click the link directly below 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.

Once you login using this information, you will be redirected to the One Healthcare ID portal to set up your One Healthcare ID and password.

The image displays two screenshots of the Optum One Healthcare ID portal. The left screenshot shows the login page with the Optum logo and 'WebAssist Physical Health' text. A red box highlights the 'Login' button. Below it, there are input fields for 'Provider ID : *' and 'Password : *', and a 'Login' button. A red box highlights a link that says 'If you need your provider ID or password please [click here](#)'. The right screenshot shows the 'Sign In' page with a 'Continue' button highlighted in a red box. The page also features a 'Secure your account by moving away from Passwords' section and a 'Get Started' button.

Obtain Your One Healthcare ID and Password

Once you've logged in and created a One Healthcare ID and password, you will click on the One Healthcare ID login tab, use this ID and password to log into WebAssist in the future.

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

The screenshot displays the Optum WebAssist Physical Health website. At the top left is the Optum logo, and to its right is the text "WebAssist Physical Health". Below this is a navigation bar with two tabs: "Login" and "One Healthcare ID". The "One Healthcare ID" tab is highlighted with a red box. Below the navigation bar, there is a section with a photo of a doctor examining a patient's spine. To the right of the photo is text explaining the One Healthcare ID: "One Healthcare ID empowers the user to re-identify (their One Healthcare ID) and use it to access 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. However, if you do not have a One Healthcare ID please select the 'Login' tab above." Below this text is a "Login" button. At the bottom of this section, there are two lines of text: "If you do not already have an One Healthcare ID please request one" and "If you need your provider ID or password please [click here](#)".

Overlaid on the bottom right of the screenshot is a browser window showing the One Healthcare ID login page. The browser's address bar shows the URL "https://identity.onehealthcareid.com/oneapp/index.html#/login". The page features the One Healthcare ID logo and the heading "Welcome to One Healthcare ID". Below the heading is a "Sign In" section with a text input field labeled "One Healthcare ID or Email Address". Below the input field is a "Continue" button. Underneath the "Continue" button is the text "Forgot One Healthcare ID?". Below that is an "OR" separator. At the bottom of the sign-in section are two buttons: "Create One Healthcare ID" and "Manage My One Healthcare ID".

At the bottom of the browser window, there is a dark green banner with the text "Secure your account by moving away from Passwords". Below this banner is a "Get Started" button and an icon of a smartphone and a laptop. At the very bottom of the browser window, there is a note: "As a security enhancement, we are removing Security questions as an account recovery and authentication method. Users will have the option to use other available methods." At the bottom right of the browser window, there are two links: "Chat with support" and "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 |
|------------------------------|------------------------------|
| Submit | Submit |
| Check Status | 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

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.'

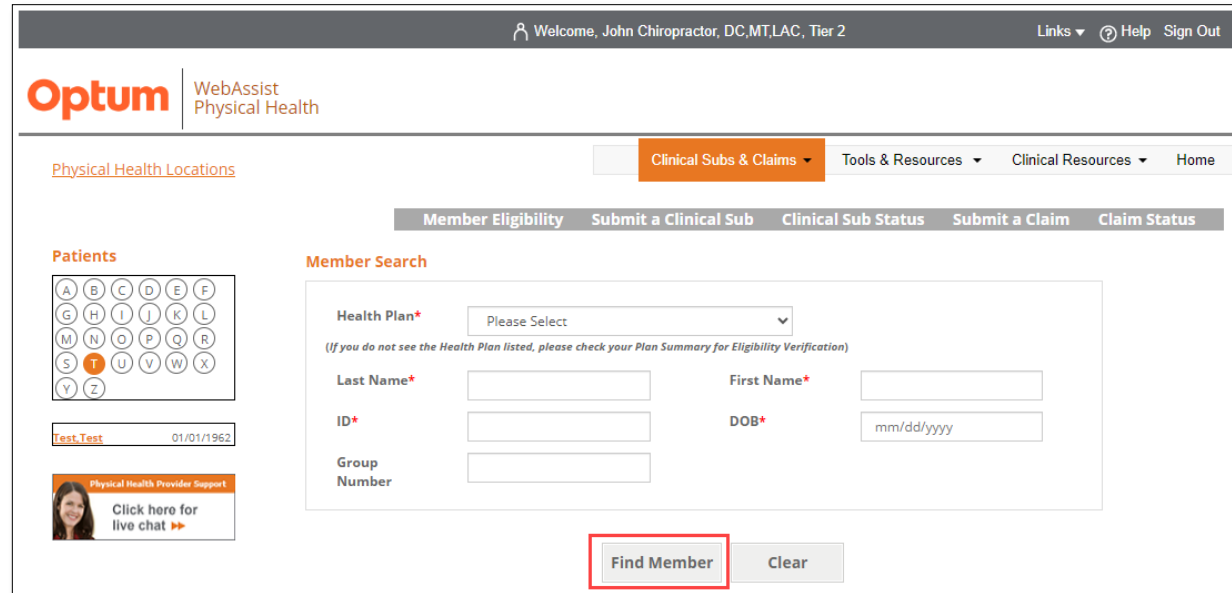
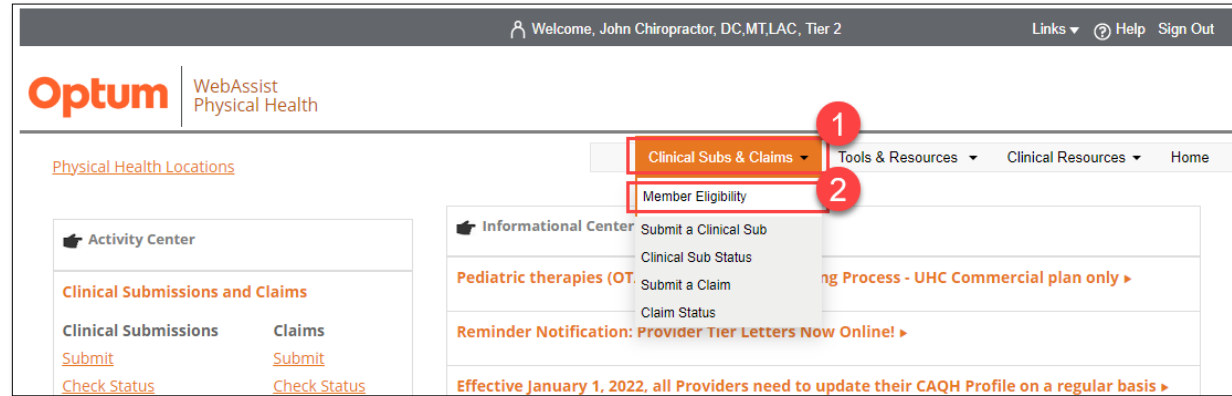
The screenshot displays the Optum WebAssist Physical Health interface. At the top, the Optum logo is followed by 'WebAssist Physical Health'. A navigation bar includes 'Physical Health Locations', 'Clinical Subs & Claims' (highlighted), 'Tools & Resources', 'Clinical Resources', and 'Home'. Below this is a secondary navigation bar with 'Member Eligibility', 'Submit a Clinical Sub', 'Clinical Sub Status', 'Submit a Claim', and 'Claim Status'. A blue informational 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'), 'Last Name*', 'First Name*', 'ID*', 'DOB*' (with a placeholder 'mm/dd/yyyy'), and 'Group Number'. A 'Find Member' button is highlighted with a red box, and a 'Clear' button is also present. On the left side of the interface, there is a 'Patients' section with an alphabetical keypad, a 'Test Test' field with the value '01/01/1962', and a 'Physical Health Provider Support' banner with a 'Click here for live chat' link.

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'. The main navigation menu features 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. A red box labeled '1' highlights the 'Clinical Resources' menu. A dropdown menu is open, showing 'About Clinical Resources', 'Clinical Guidelines', 'Clinical Forms', and 'Patient Status Report Reference Guide'. A red box labeled '2' highlights the 'Clinical Forms' option. On the left sidebar, there are sections for 'Activity Center', 'Clinical Submissions and Claims', 'Clinical Submissions' (with 'Submit' and 'Check Status' links), and 'Recent Clinical Submissions' (with a message 'There are no recent submissions and 1 completed in the last 30 days' and a 'See Recent Clinical Submissions' link). The main content area is titled 'Clinical Forms' and contains a list of forms. A red box labeled '3' highlights the 'Patient Summary Form PSF-750' link in the list. The list also includes '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) - Scoring the DASH', 'Disabilities of the Arm, Shoulder and Hand (DASH) - Spanish Version', 'Lower Extremity Functional Scale (LEFS) - Scoring the LEFS', 'Lower Extremity Functional Scale (LEFS) - Spanish version', 'Back Index', 'Back Index - Spanish Version', 'Neck Index', 'Using Neck Back Outcome Tools', 'Neck Index - Spanish Version', 'UHC Clinical Submission Process Guide', 'The Keele STarT Back Screening Tool - Category Description', 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 this is the Optum logo and the text "WebAssist Physical Health". A navigation bar includes "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 features a "Activity Center" section with a red box around the icon and text. Below it is a "Clinical Submissions and Claims" section with a table. The table has two columns: "Clinical Submissions" and "Claims". Under "Clinical Submissions", the "Submit" link is highlighted with a red box, and a red arrow points to it. Other links in the table include "Check Status" for both columns. Below the table is a "Recent Clinical Submissions" section. The right column features an "Informational Center" section with several orange links: "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 ▶".

Welcome, John Chiropractor, DC,MT,LAC, Tier 2

Optum | WebAssist
Physical Health

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

Activity Center

Clinical Submissions and Claims

| Clinical Submissions | Claims |
|------------------------------|------------------------------|
| Submit | Submit |
| Check Status | Check Status |

Recent Clinical Submissions

Informational Center

[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](#)

[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 fill out 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.

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

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

Currently Selected Patient: None

Clear Patient

Test, Patient

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: []

Gender: Male Female

DOB (mm/dd/yyyy): [mm/dd/yyyy]

ID#: []

Address: []

City: []

State: [Please select]

Zip: []

Plan: [Please select]

Group Number: []

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](#)

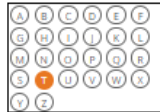
Is this an Administrative Correction to a Previous Submission?

Provider Completes This Section

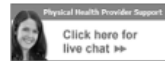
*Date you want THIS submission to begin: mm/dd/yyyy *Number of visit(s) within past 90 days:
*Requested duration in weeks: *Requested number of visits:
*Patient Type:
 1-New to your office 2-Ext'd, new injury 3-Ext'd, new episode 4-Ext'd, continuing care
*Nature of Condition:
 1-Initial onset (within 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#: 1111111111 Health Plan: UnitedHealthcare Medicare 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: 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

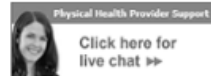
If you need to make a change to a previously submitted PSF, either before or after you receive a determination letter, you can do so directly on the site.

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 | T | 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

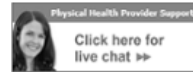
After clicking the check box, you must select all applicable reasons for the correction.

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 | T | 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? [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 of the form, which includes input fields for Neck Index, Back Index, DASH, and LEFS, along with buttons for 'Neck Form', 'Back Form', 'DASH Form', and 'LEFS Form'. A 'Calculate' button is also present in this section.

An overlay window titled 'Neck Index' is open on the right side of the screen. It contains several 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 this window, 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 logo and navigation menu are visible. The main content area is titled "Patient Summary Form" and contains several sections:

- Patients:** A grid of letters A-Z with 'T' highlighted.
- Test:** A text input field containing "Test".
- Physical Health Provider Support:** A chat icon with the text "Click here for live chat >>".
- Patient Information:** Fields for Last Name (Test), First Name, MI, Gender, DOB, Address, City, State, Zip, ID#, Health Plan, and Group Number.
- Referral Information:** A section with a question: "How often does your back pain bother you and it's never going to get any better?" with radio button options 1-5. Below this are "Calculate" and "Clear Data" buttons, and a field for "SBST Category" showing "High Risk".
- Footer:** A copyright notice: "© Originally Developed by: Keele University 01/08/07 Funded by Arthritis Research UK".

A red box highlights the "Patient Summary Form" section, which contains the following error messages:

- The following errors must be corrected before submitting the form.
- Indicate if Home Care setting
- Primary Diagnosis Code not entered

A red arrow points to the "Submit" button at the bottom right of the form.

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.

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

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

[Test, Test](#)

Physical Health Provider Support
[Click here for live chat >>](#)

Patient Summary Form Confirmation Page

Confirmation Number: 23179498

Patient Information

Last Name: Test First Name: Test Gender: M Date of Birth:

Address: City: State: Zip:

ID#: 1 Health Plan: e 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.

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

Overall, how bothersome has your back pain been in the last 2 weeks: 5-Extremely

SBSI Category: High Risk

[Print Page](#)

** 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 is the Optum logo and the text 'WebAssist Physical Health'. A secondary navigation bar includes 'Physical Health Locations' and a menu with 'Clinical Subs & Claims', 'Tools & Resources', 'Clinical Resources', and 'Home'. The main content area is divided into two columns. The left column features an 'Activity Center' section with a red box around its header. Below it is the 'Clinical Submissions and Claims' section, which is further divided into 'Clinical Submissions' and 'Claims'. Under 'Clinical Submissions', the 'Check Status' link is highlighted with a red box and a red arrow points to it. The right column contains an 'Informational Center' with several notification items, 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 : --SELECT-- Optum Decision Date : LAST 30 DAYS Patient & Date of Birth : Select Patient(s) Search

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 | View |
| | | Test, Test | | 03/13/2024 | Completed | Open Letter | 03/13/2024 17:58:33 | View |

Showing 1 - 2 of 2 Page 1 of 1 10

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

Completed We have completed the review on your Clinical Submission.

Submit a PSF electronically – Checking Authorization Status

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

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

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

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

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

Submit a PSF electronically – Checking Authorization Status

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

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

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

Optum WebAssist Physical Health

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

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 submission. Status indicates Completed, click on Complete to view details.

Search Options

Office Location : --SELECT--

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

Clinical submissions on file for the last 12 months:

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

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.

Clinical Submission Response Details

Patient Name: Test Test | Response #: [Redacted]

Health Plan: UnitedHealthcare Medicare | Clinical Submission Received on: 3/13/2024

Provider: John Chiropractor, DC | Support Clinician: Administrative Review

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

The following actions and comments apply to this request:

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

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

Print Page | Question On This Response

Technical Assistance

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

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

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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