# Healthcare Quality Patient Assessment Form (HQPAF)/Patient Assessment Form (PAF) Uploader

The HQPAF/PAF Uploader was developed to provide an interface that allows multiple users to securely submit HQPAFs/PAFs without issue of failed delivery or suspended access. The HQPAF/PAF Uploader:

- does not require any user credentials
- complies with all HIPAA guidelines to protect your practice and your patient's personal data
- allows anyone in your office to access the site and upload documentation
- securely transmits directly to Optum

The HQPAF/PAF Uploader requires less time and effort than preparing and submitting documentation via mail or fax.
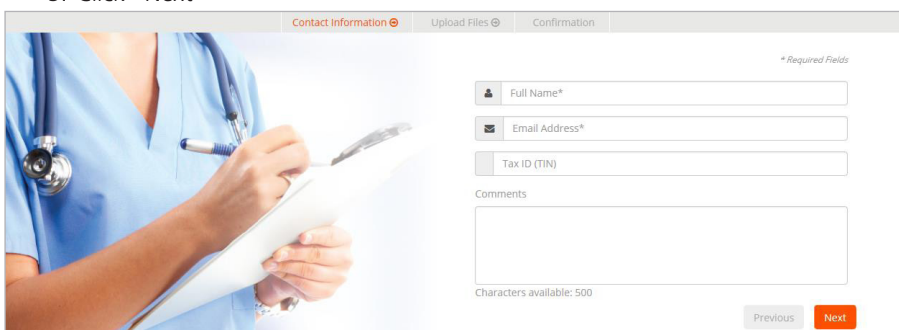
To get started, please visit: optumupload.com

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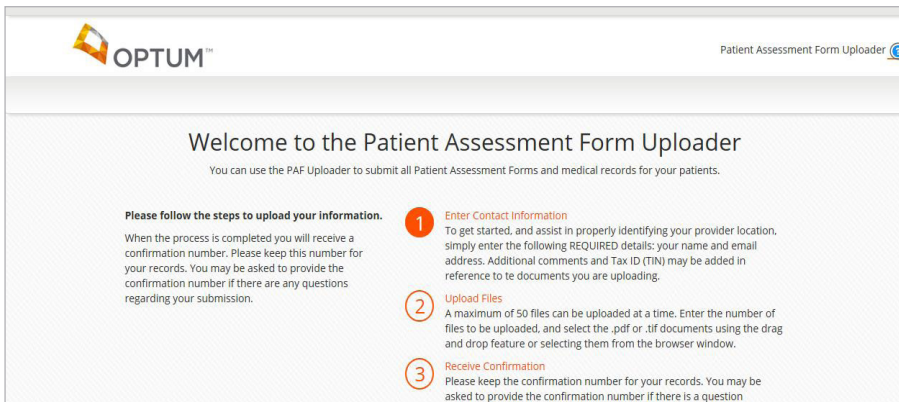
1. Prepare your HQPAFs/PAFs, progress notes and any additional supporting documentation. *The HQPAF/PAF Uploader only supports the following file types: .pdf and .tif (.jpeg files **are not** supported).*
2. All components of the HQPAF/PAF (that is, HQPAF/PAF cover sheet, completed progress notes, additional documentation, etc.) must be submitted as one PDF, per member. *Users may upload and submit multiple PDFs simultaneously, up to 50 non-password protected files, up to a maximum size of 10MB each.*
3. Each member's information must be contained in a separate PDF, resulting in one PDF, per member. For example, a user may submit 10 PDFs, representing 10 different members.
4. Click the "?" in the upper right corner to display this help document at any time.

Please see below for helpful instructions to create a single PDF, per member, from all associated documents. You will need Adobe® Acrobat® (or other PDF conversion software) to complete the process.

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1. Enter your name *(required)*
2. Enter your email address *(required)*
3. Enter TIN (*optional*)
4. Enter any comments about the files being uploaded. *Questions about status or receipt will not be answered.* (*optional*)
5. Click "Next"

③

1. Enter the number of files you will be uploading. The file size limit for a single file is 10MB and a maximum of 50 files can be submitted at once. This number will allow an accurate accounting of all HQPAFs/PAFs submitted.

2. Click "Upload" when ready to proceed.

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1. Retain your confirmation number in the event you have questions about the submission.

The HQPAF/PAF program can help providers identify and address chronic conditions that may otherwise go undiagnosed and/or untreated.

Who can I contact if I have questions?

For questions, please contact the Optum Provider Support Center between 5 a.m. to 4 p.m PST/8 a.m. to 7 p.m. EST, Monday – Friday, at 1-877-751-9207 or email:

providersupport@optum.com

Additional HQPAF/PAF tools

Talk to your local Optum Healthcare Advocate for additional tools on the PAF and HQPAF program. This includes the HQPAF Provider Instructions and the HQPAF Provider brochure.

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Document merging instructions

The instructions below are specific to Adobe® Acrobat® X Pro™. For other versions of Adobe® Acrobat®, please visit adobe.com. For assistance with using other PDF conversion programs, please refer to the instructions included with your product

1. Launch Adobe Acrobat and open the member's HQPAF/PAF cover sheet.
   » Under "Tools" menu, locate and select "Pages"
   » Select "Insert from File" (located under "Insert Pages"). A new pop-up window will appear.
   » Navigate to the folder where the member-specific HQPAF/PAF documentation is stored. This may include progress notes and supplemental documentation. *All documents must be in PDF prior to starting the merging process. If the documents are not PDFs, please complete the PDF conversion process first.*

2. Select the first document to insert. (For example: John_Doe_ProgressNote. PDF)

3. A new pop-up window will appear asking if the selected PDF should be inserted before or after the document which is currently open. Select "After".

4. Repeat step 3 until all additional PDF documentation for that member has been added.

5. When all files have been added, save the new PDF using the following naming convention:

   MemberLastName_MemberFirstName_MemberID.pdf (For example: Doe_John_012345678.pdf)

6. Repeat this process to create a single PDF for each member whose HQPAF/PAF you are submitting via the PAF Uploader.