Healthcare Quality Patient Assessment Form (HQPAF)/ Patient Assessment Form (PAF) error code explanations

(!) HQPAFs/PAFs submitted by your office have been rejected, preventing coding and possible administrative reimbursement.

Please reference the error codes and solutions below to resolve the rejections and permit processing.

Error QR01: Document Illegible
Explanation/Solution: The image quality renders the note unreadable. Provider must resend a legible progress note that can be read/coded.

Error QR03: Coversheet Only
Explanation/Solution: Only the PAF was submitted with no "change in patient status" boxes checked. Provider must send valid progress note.

Error QR04: Signature Log Needed
Explanation/Solution: The credentials are not present and/or identifiable on the progress note. Provider must submit a signature log. *All providers using handwritten progress notes must assure that there is a signature log on file at Optum.*

Error QR05: No Provider Signature
Explanation/Solution: No provider signature is on the progress note. Valid, signed progress note must be resubmitted to Optum.

Error QR08: Missing Patient Name
Explanation/Solution: Member name is not present and/or legible on the progress note. Need valid progress note resent to include member name visible on all pages.

What is the due date for resubmission of any rejected HQPAFs/PAFs?

All HQPAF/PAF reject resubmissions for the 2018 program year need to be received by Optum by March 29, 2019.

How do I submit HQPAFs/PAFs?

Please submit HQPAFs/PAFs and all supporting documentation via:

- **Traceable carrier (*any carrier, such as UPS or FedEx, that provides a tracking number*):**
  Optum Prospective Programs Processing
  15458 North 28th Avenue, Suite G
  Phoenix, AZ 85053

- **HQPAF/PAF Uploader:**
  To get started, please visit:
  optumupload.com

- **Secure fax server:**
  1-877-889-5747

Who can I contact if I have questions?

For more information, please contact the Optum Provider Support Center between 8 a.m.–7 p.m. EST, Monday – Friday, at 1-877-751-9207 or call your local Healthcare Advocate. You may also email providersupport@optum.com

Error QR09: Missing DOS
Explanation/Solution: Date of service (DOS) on progress note is missing or illegible. Need progress note resent to include visible and legible DOS.

Error QR12: Incorrect EMR Authentication
Explanation/Solution: Electronic signature does not contain valid authentication verbiage. Provider must resend electronic medical record to include a corrected signature format that includes the authentication, provider name and credentials. If provider is unable to update the signature format expeditiously, the electronic medical record can be resubmitted to Optum with a handwritten signature. It is suggested that a signature log be included if a handwritten signature is being presented.

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Error QR16: No Codeable Documentation
Explanation/Solution: No codeable documentation has been submitted: Provider must send a valid progress note that includes the physician assessment and evidence of a face-to-face encounter between the provider and the member.

Error QR17: Pages Missing
Explanation/Solution: Necessary pages missing. Provider must resend valid progress note to include all pages.

Error QR18: Fax Viewing Error
Explanation/Solution: Image received via fax encountered a transmission error rendering the faxed documentation illegible. Provider needs to resend the progress note.

Error QR19: Submission Exceeds 60 Days from DOS
Explanation/Solution: Medicaid PAF not submitted within 60 days of the DOS: Submission of the Medicaid PAF/progress note must be received by Optum within 60 days of the latest DOS sent by the provider. The Medicaid PAF must be resubmitted with a progress note from a DOS that occurred within 60 days of the original submission date.

Error QR22: Expired Project Year
Explanation/Solution: PAF submitted for an expired Project Year. Resubmission is not permitted.

Error QR23: Invalid DOS
Explanation/Solution: DOS presented does not align with the project year. A valid DOS must be submitted for PAF to be processed. Provider needs to submit a DOS that is the same year as the PAF project it is submitted for. Example: PAF_2018 needs to be accompanied by a 2018 DOS for eligibility.

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