OPTUM®

Error code D02:
Provider signature not included in documentation

This sheet explains common errors found in your group's Healthcare Quality Patient Assessment Forms (HQPAF)/Patient Assessment Forms (PAF) that do not meet the Centers for Medicare & Medicaid Services (CMS) standards for the Medicare Advantage program guidelines.

Issue

The provider's signature is missing or not visible on the progress notes.

Solution

Please follow these simple steps to correct these records:

❑ Review each progress note and ensure the provider's signature and credentials are included and visible on the progress note.

❑ Do not include stamped signatures as they are not compliant with CMS guidelines. According to CMS signature guidelines, the provider stamp cannot replace a provider's signature on paper based charts. It should only be used when a provider's name and credentials are not legibly printed on the paper note itself. The provider would still need to physically sign-off on the note.

❑ Ensure the provider's signature include their valid credentials.

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

• PAF Uploader:
Contact your local Healthcare Advocate or the Optum Provider Support Center at 1-877-751-9207 for implementation

• Secure fax server:
1-877-889-5747

Who can I contact if I have questions?

For questions, please contact the Optum Provider Support Center at 1-877-751-9207 or your local Healthcare Advocate.