



Error code D09: Provider credentials missing from documentation

This sheet explains common errors found in your group's Healthcare Quality Patient Assessment Forms (HQPAF)/Patient Assessment Forms (PAF) preventing data submission to the Centers for Medicare & Medicaid Services (CMS) under the Medicare Advantage program standards.

Issue

All dates of service must be signed with credentials and dated by the physician (provider) or an appropriate extender (non-physician practitioner, e.g., nurse practitioner).

Solution

Please follow these simple steps to correct these records:

- Ensure all medical records include the provider's signature and credentials on each encounter. Next to the provider's signature or pre-printed with the provider's name on the group practice's stationery.
- Ensure credentials are specific (e.g., do not only include Dr.). This list includes examples of acceptable providers / credentials authorized to sign medical records:*
 - Medical Doctor (MD)
 - Doctor of Osteopathic Medicine (DO)
 - Nurse Practitioner (NP)
 - Physician Assistant (PA)
 - Bachelor of Medicine, Bachelor of Surgery (MBBS)
 - Doctor of Dental Medicine (DMD)
 - Doctor of Optometry (OD)
- If using an EMR, ensure credentials are included with the signature.
- Credentials from a signature stamp must be accompanied by a written signature per CMS.

**This is not an all inclusive list.*

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.
