



# Error code D14: Documentation does not meet CMS standards

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 guidelines.

## Issue

D14 error codes are primarily caused by inadequate documentation. 80% of D14 error codes are caused by documentation and/or notes are present but do not meet CMS guidelines.

## Solution

Please follow these simple steps to correct these records:

- If a condition is present, check “Yes” (see example below):

Ongoing Assessment & Evaluation		ALL Potential Diagnoses must be addressed by checking the associated box.			
Checking "Diagnosed at Visit/Yes" and "Diagnosed at Visit /Referred (to Specialist)" must be submitted with corresponding chart documentation to be eligible for the CGAP					
Potential Diagnosis Designate Specificity	Risk Factors, Co-morbid Conditions or Screenings	Diagnosed at Visit			Not Assessed
		Yes	No	Referred	
Major Depressive, Bipolar, and Paranoid Disorders; consider severity (F22, F24, F30-F34, F39, T14, T36-T65.92-S, T71-.X83)	Previously Coded (F33.9)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Ensure each present chronic condition is documented in the submitted progress note within the date of service range.

## 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.