



Error code D27: EMR signature verbiage is invalid for authentication

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

Electronic Medical Record (EMR) signature is either not present on the EMR or the authentication verbiage is invalid for authentication and is not CMS compliant.

Solution

Please follow this simple step to correct these records:

- Ensure your EMR signature is present and the authentication is compliant with the following CMS guidelines:
 - Valid authentication provided by the responsible provider. For example, but not limited to, "Approved by", "Signed by" and "Electronically signed by"
 - Signature is password protected and used exclusively by the individual physician

Source: CMS-Centers for Medicare & Medicaid Services, "2008 Risk Adjustment Data Technical Assistance For Medicare Advantage Organizations Participant Guide." *Leading Through Change, Inc.* 2008 1-49.

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.