# PAF/HQPAF SFTP submission instructions

We now have an additional method you can use when submitting your Patient Assessment Forms/Healthcare Quality Patient Assessment Forms (PAFs/HQPAFs). In addition to submitting PAFs/HQPAFs via secure fax or traceable carrier, you may now also submit your PAFs/HQPAFs via SSH File Transfer Protocol (SFTP). This secure, electronic file transfer solution may help make your submission process faster and easier. Please work with your Optum Healthcare Advocate or contact our Provider Support Center at 1-877-751-9207 to get access to the SFTP. Once your SFTP access is set up, you will be notified via email with your username, password and the link to the SFTP.

All components of the PAF/HQPAF (e.g., the PAF/HQPAF, completed progress notes, additional documentation, etc.) must be submitted as one PDF, per patient. To create one PDF from multiple PDFs, you will need Adobe Acrobat™. The instructions below are specific to Adobe Acrobat X Pro™. For other versions of Adobe Acrobat, please visit www.adobe.com.

1. Launch Adobe Acrobat and open the patient's PAF/HQPAF.

2. Under "Tools" on the right side, select "Pages," then select "Insert from File" (located under "Insert Pages").

3. Once you click "Insert from File," a new window will pop up. Navigate to the folder that has the documentation you need to add to your patient's HQPAF for submission. This may include progress notes and supplemental documentation. *If these documents are not already in PDF format, you will need to convert them first.*

4. Select the first document to insert. For example, "John_Doe_ProgressNote.PDF"

5. A new pop-up window will appear and ask if you'd like to insert your selected PDF before or after. Choose "After" and then enter in the last page of the HQPAF when prompted. *This will ensure that the PDFs you are adding are inserted after the last page of the patient's HQPAF.*
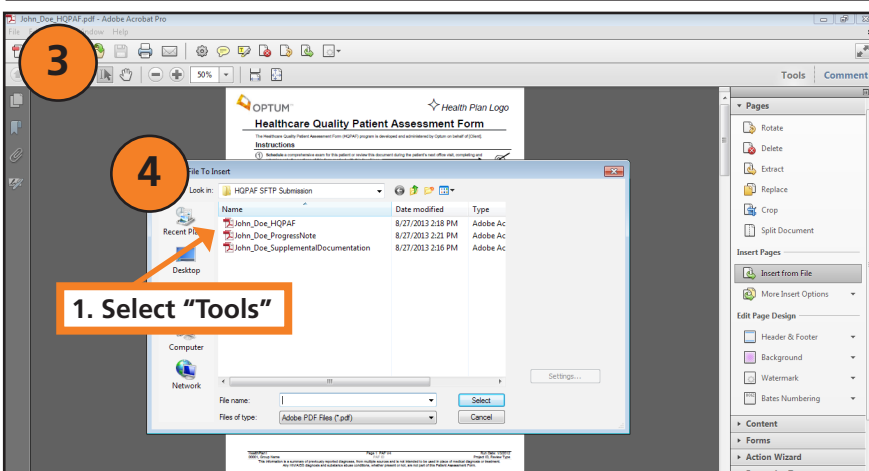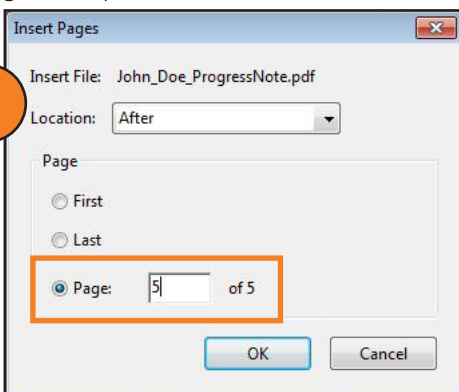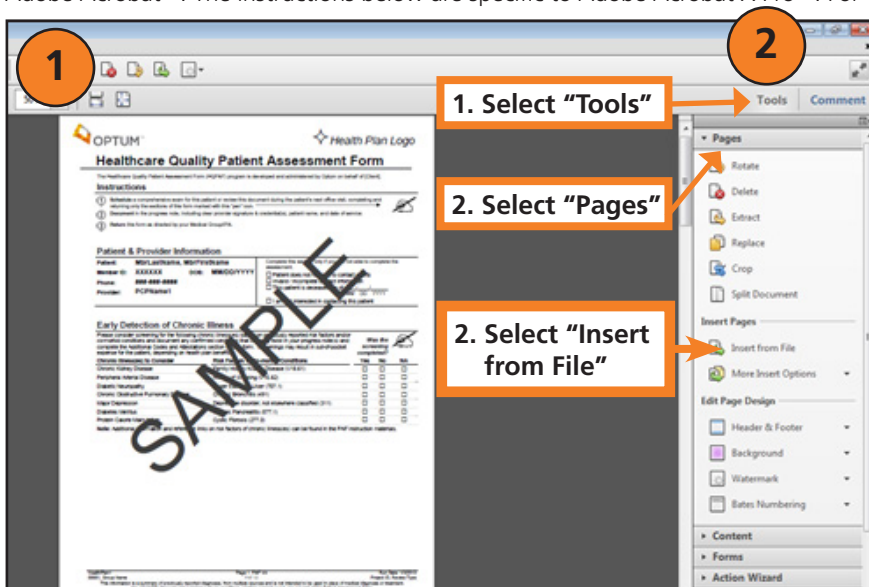
6. Repeat Step 5 until all additional PDFs needed for submission have been added to the end of the HQPAF.

7. Once all PDFs have been inserted, please save the new PDF with the following naming convention:

MemberLastName_MemberFirstName_MemberID.pdf (For example: Doe_John_012345678.pdf)

8. Before submitting, please zip the file using 7-zip or Win-zip. *No other encryption software is allowed.*

9. If you are submitting files for multiple patients, please include them in one zip file. Although each patient should have his/her HQPAF and supporting documents in one PDF, *you should use one zip file for all HQPAFs you are submitting.*

10. Log in to the SFTP using the username and password provided by your Healthcare Advocate or our Provider Support Center and *upload the zip file to the Optum SFTP.* The SFTP must be used at least once a month to maintain password availability. *Inactivity of your SFTP credentials longer than 30 days will cause the password to become inactive.* If this should happen, please contact your Healthcare Advocate or our Provider Support Center.

11. Once the zip file has been uploaded to the SFTP, please send an email notification to your Healthcare Advocate. You will receive a confirmation once the zip file has been received.