Optum in-office assessment reject code explanations

In-office assessments submitted by your office have been rejected, preventing coding and possible administrative reimbursement.

Please reference the rejection codes and solutions below to resolve the rejections and permit processing.

Reject QR01: Document illegible
Explanation/solution: The image quality renders the note unreadable. Provider must resend a legible medical record that can be read/coded.

Reject QR03: Coversheet only
Explanation/solution: Only the assessment was submitted with no “change in patient status” boxes checked. Provider must send valid medical record.

Reject QR04: Signature log needed
Explanation/solution: The credentials are not present and/or identifiable on the medical record. Provider must submit a signature log. All providers using handwritten medical records must assure that there is a signature log on file at Optum.

Reject QR05: No provider signature
Explanation/solution: No provider signature is on the medical record. A valid, signed (electronic or handwritten format) medical record must be resubmitted to Optum.

Reject QR08: Missing patient name
Explanation/solution: Patient name is not present and/or legible on the medical record. Resend a valid medical record that includes the patient’s name visible on all pages.

Reject QR09: Missing DOS
Explanation/solution: Date of service (DOS) on the medical record is missing or illegible. Resend medical record with visible and legible DOS.

Reject QR16: No codeable documentation
Explanation/solution: No codeable documentation has been received: Provider must send a valid medical record that includes the provider’s exam and evidence of a face-to-face encounter between the provider and the patient.

What is the due date for resubmission of any rejected assessments?
Rejected assessments for the 2020 in-office assessment program can be resubmitted by March 26, 2021.

How do I submit assessments?
Please submit assessments and all supporting medical records via:

- Optum electronic portal/modality
- Optum Uploader
  To get started, please visit: optumupload.com
- Traceable carrier (any commercial carrier with traceable delivery):
  Optum Prospective Programs Processing
  2222 W. Dunlap Avenue
  Phoenix, AZ 85021
- Secure fax
  1-972-957-2145

Who can I contact if I have questions?
For more information, please contact the Optum Provider Support Center between 8 a.m.–7 p.m. EST, Monday–Friday, at 1-877-751-9207 or call your Optum representative. You may also email providersupport@optum.com.
Assessments submitted by your office have been rejected, preventing coding and possible administrative reimbursement.

Reject QR17: Pages missing
Explanation/solution: Necessary pages missing. Provider must resend valid medical record to include all pages.

Reject QR18: Fax viewing error
Explanation/solution: The image received via fax encountered a transmission error rendering the faxed documentation illegible. Provider needs to resend the medical record.

Reject QR22: Expired project year
Explanation/solution: Assessment submitted for an expired project year. Resubmission is not permitted.

Reject QR23: Invalid DOS
Explanation/solution: DOS presented does not align with the project year. A valid DOS must be submitted for the assessment to be processed. Provider needs to submit a DOS that is the same year as the assessment project it is submitted for. Example: An assessment deployed in 2020 needs to be accompanied by a 2020 DOS for eligibility.