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August 2, 2024

RE: Changes to UnitedHealthcare® and AARP® MedicareAdvantage® Plans Clinical Submission Requirements for Chiropractic, Physical, Occupational and Speech Therapy Service

Dear Provider:

Effective September 1, 2024, OptumHealth Care Solutions, LLC (Optum) Clinical Support Program, will require the online clinical submission of a Patient Summary Form (PSF), for certain UnitedHealthcare® and AARP® MedicareAdvantage® members. A PSF is not required for the initial evaluation. However, a PSF is required for subsequent treatment visits. **This includes treatment in progress after the effective date.** The Clinical Support Program is described in the Optum® Provider Operations Manual, which can be found at myoptumhealthphysicalhealth.com.

All Optum Physical Therapy, Occupational Therapy, Speech Therapy, and Chiropractic providers, including Tier 1A, Tier 1, and Tier 2, Updated Plan Summaries can be found at myoptumhealthphysicalhealth.com.

Your online clinical submission can be completed at myoptumhealthphysicalhealth.com. A tutorial and instructions on completing the online submission can also be found at this site. Please contact Optum Provider Services at 1-800-873-4575 if you need your provider ID or password for the Optum website or if you have any questions.

Sincerely,

Network Management
Optum