There are many possible reasons you may not have provided a diagnosis including:

- You used a more specific diagnosis code.
- The condition was treated or resolved.
- The condition never existed.
- You were unable to diagnose the suspect condition(s) during an office visit.

When you use the assessed, but unable to diagnose at this time feature at your practice, it can help us better understand the current health status of UnitedHealthcare Medicare Advantage plan members. It can also help you reach goals tied to the Medical Condition Assessment Incentive Program (MCAIP).
Step 1: Go to the Suspect Summary landing page.
Start by going to UHCprovider.com. Click on the Link button in the top right corner to log in to UHCCareConnect using your Optum ID. Once your home page appears, click on Suspect Summary at the top.

Step 2: Use the filter function to view information by patient.
You can do this after each office visit, or whenever is most convenient for you. To filter by name, click on the Filter button at the top left of the Suspect Summary, select Member and enter a patient’s first and last name in the By Patient Last Name or By Patient First Name box. Click on Submit to find the patient and view their information.
Step 3: Open the patient’s Suspect Condition Report.
You’ll see a set of icons next to the patient’s name. You can click on either the **Dx** icon or **Suspect Condition Report** to view the patient’s suspect medical conditions.

After you click on the **Dx** icon or **Suspect Condition Report**, a new window will open with the patient’s **Suspect Condition Report** that includes a list of their suspect medical conditions.

NOTE: The attached tool allows the Physician Practice to report instances where a licensed clinical professional assessed the patient for the conditions listed below. If the professional was able to diagnose the patient’s condition, the appropriate diagnoses should be documented in the medical record and reported on the claim. If the professional assessed the patient for a condition indicated below but is unable to render a complete diagnosis at this time, the practice can so indicate below. All information on this form should be entered by a practice employee with authority to provide such information.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Provider</th>
<th>Suspect Detail</th>
<th>Other Suspect Information</th>
<th>Flagged for Review</th>
<th>Assessed and Unable to Diagnose at this Time</th>
<th>DOS</th>
<th>User Entered Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes with complications</td>
<td>Previously Coded: ICD10 ET19: Type 2 diabetes mellitus without complications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Quality Review Form**  **Suspect Summary Management**  **Notes**  **Update Status**  **Close**
Step 4: Close out an assessed, but unable to diagnose notation.

Once you’re in the patient’s Suspect Condition Report, review their list of suspect medical conditions. Then:

- Find the suspect condition you assessed but were unable to diagnose at an office visit.
- Check the box under the Assessed and Unable to Diagnose at this Time column.
- Add the date of service you assessed the condition in the DOS column.
- Click on the Update Status button at the bottom of the Suspect Condition Report to save your information.

You’ll know your save was successful if the date of service is grayed out. To exit the report, click on Close and you’ll return to your main dashboard.

To review information for a different patient, clear the filter and follow the same process starting at Step 2.

Questions?
If you need help with UHCCareConnect or the steps included here, please call your UnitedHealthcare representative.

Contact us to learn more. For more information about how our programs can help support your patients who are UnitedHealthcare Medicare Advantage plan members, please contact your UnitedHealthcare representative. Thank you.