

Submitting Medical Documents

Quick Reference Guide



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HR Health and Medical Services

There are two recommended methods to submit documents to Health & Medical Services:

- Bar coded fax coversheet
- Upload documents to your case

See Also:

- Obtaining Additional Coversheets
- Confirming receipt of Medical Documentation
- Tips for Requesting Documents from Medical Provider

Using a Bar Coded Coversheet

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Using a Bar Coded Coversheet helps ensure that your documents get to the right person as quickly as possible. (*Documents faxed without using the bar coded coversheet may take up to 24 hours to get to Health & Medical Services.*)

If Health & Medical Services has requested information from you, you should have been provided a Bar Coded Fax Coversheet.

Place the Bar Coded Fax Coversheet on **TOP** of your documents and fax them into the number provided on the coversheet.

NOTE: You can only use the Bar Coded Coversheet once see “Obtaining Another Bar Coded Coversheet” for directions on how to get additional Bar Coded Coversheets.



Barcode No.	4000715019
Employee ID	
Employee Name	
Case Number	000001359835
Service Number	1001396055
Document Type	BAR
Physical Type	BAR

Print the following document and fax or email this cover page and medical document (in that order) to the number or email address below:

Fax Number: 402-501-0067

Email: ehealthsafe@up.com

Note: Do not use or reuse same cover page for faxing multiple documents. A new cover page must be printed from eHealthsafe portal for each document that need to be faxed.

The only visible barcode in your transmission should be the one on this sheet. To avoid transmission errors conceal any other barcodes that may appear on the information being submitted.



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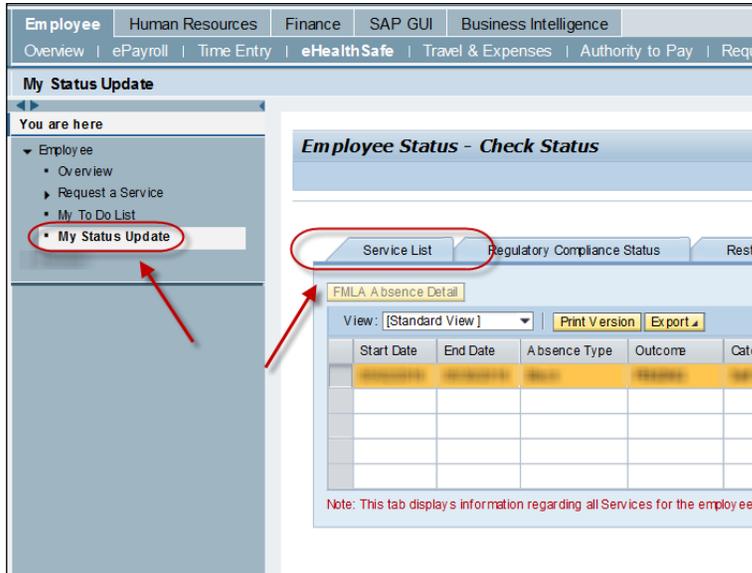
HR Health and Medical Services

Obtaining Additional Bar Coded Coversheet Pages

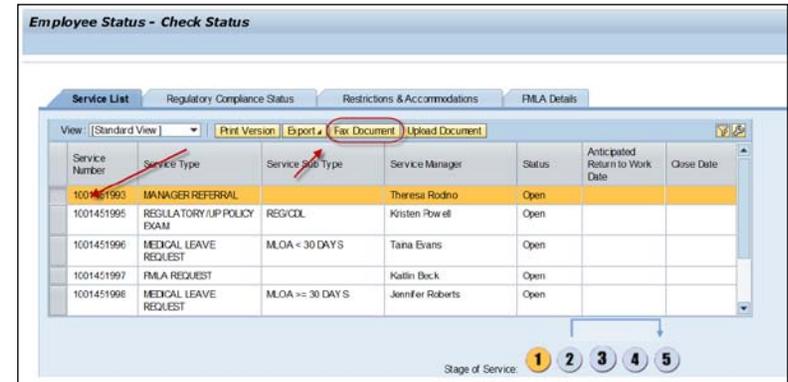
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To print a fax coversheet page from the My Status Update Page:

1. Go into eHealthSafe
2. Click My Status Update
3. Click on Service List



4. Highlight the Service you want to submit your document to
5. Click <Fax Document>



6. Click <Display BarCode Page>



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7. Print the Bar Coded Coversheet



8. Fax your medical documents with the Bar Coded Coversheet ON TOP of your documents.

The Bar Coded Coversheet MUST be the first page you fax in or it will not assign to your service.

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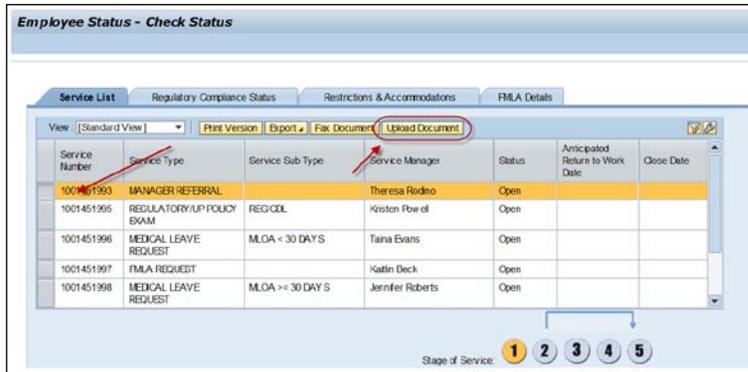
HR Health and Medical Services

Uploading Documents

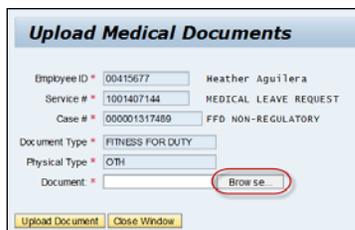
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If you have electronic copies of your documents:

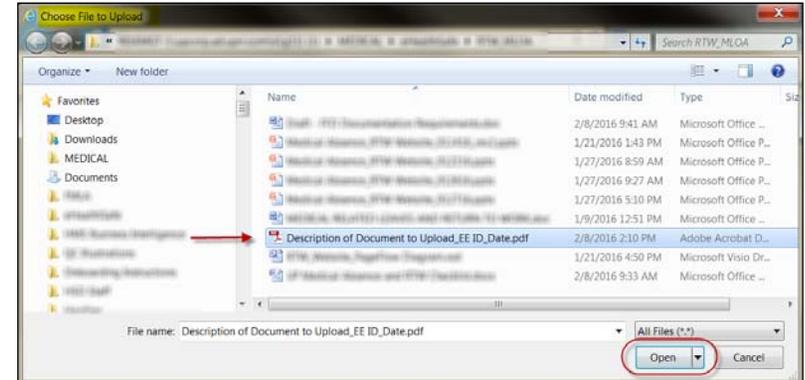
1. Save the document as a PDF(if possible)
2. Name the documents with the following Naming Convention:
 - Description of what the document is
 - Your Employee ID and
 - The Date of the Document
 i.e. ReleasetoWork_0015248_120315.pdf
3. Highlight the Service you want to submit your document too
4. Click **<Upload Document>**



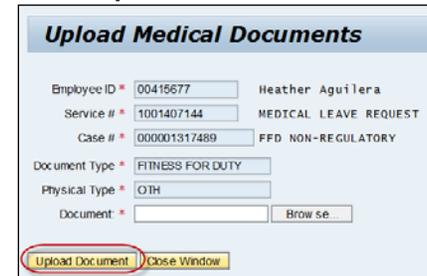
5. Click **<Browse>**



6. Select the File to Upload



7. Click **<Open>**
8. Click **<Upload Document>**



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Confirming Receipt of Medical Documents

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Employee may check eHealthSafe portal to confirm receipt of medical documentation.

When documents have been assigned to your Health & Medical Case a message is sent to your “My To Do List”

Employee ID	Employee Name	Service Stage	On Duty Injury Related	Notification Date	Description
415677	Heather Aguilera	4-Review in Process	No	05/03/2016 09:5...	DOCUMENTS RECEIVED
415677	Heather Aguilera	1-Initial review	No	05/02/2016 12:5...	SERVICE CREATED - AWAITING INITIAL M...
415677	Heather Aguilera	2-Awaiting Information	No	05/02/2016 12:5...	FMLA REQUEST - CONDITIONALLY APPR...

If medical has not been received within 72 hours of submission, contact FFD@up.com or the FFD Help Line at 1-402-544-7096.

Tips for Requesting Documents from Medical Provider

When requesting documentation from a medical provider, consider the following:

- Provide them the release of medical records included in mailing received from HMS.
- Provide them the bar code included in mailing received from HMS.
- Build understanding of their process for handling information requests, including when the documents will be sent.
- If requesting documents from a hospital, ask for the Medical Records department. Again, ask how long it will be before information is sent.