Patient Document Uploader – Frequently Asked Questions

1. Where do I access the electronic document uploader?
The electronic document uploader can be accessed at: tafcares.org/upload.

2. What type of files can I upload?
Acceptable file types include: .doc, .docx, .xlsl, .xls, .pdf, .jpg, .png, .txt

3. What is the maximum file size for document uploads?
No file can be no larger than 4 MB.

4. How many files can I upload at one time?
You can upload as many as five files at one time.

5. What if I need to upload more than the maximum five files?
After a maximum of five files are uploaded, the page can be reloaded for additional documents and information will need to be reentered a second time for the additional documents.

6. I have a question about one of my documents. Who do I talk to?
If you have any questions regarding the documentation being submitted, please contact a Patient Advocate at (855) 845-3663, Monday through Friday from 8 a.m. – 7 p.m. ET.

7. What if I don't want to send my information electronically? Is there another way?
The most efficient way to submit documentation is through our electronic document uploader. You may also submit documents by fax at (833) 789-1228 or mail to 8427 Southpark Circle, Suite 100, Orlando, FL 32819.

Upload Attachment Requirements

- A maximum of five attachments can be submitted at one time
- No attachment can be larger than 4 MB
- Acceptable file types: .doc, .docx, .xlsl, .xls, .pdf, .jpg, .png, .txt
- File names cannot be larger than 30 characters

Document Tips

- Ensure all forms are legible to avoid delays
- Complete forms in blue or black ink
- Review your documents before scanning and submitting
- Verify the file format, file size, and file name before uploading
- Documents that require a signature must have handwritten signature