



### **Patient Document Upload Feature: FAQ**

**Q.** Where do I access the Patient Document Upload page?

**A.** The Patient Document Upload Page can be accessed at: [tafcares.org/upload](https://tafcares.org/upload)

**Q.** What type of files can I upload?

**A.** Acceptable file types include: .doc, .docx, .xlsl, .xls, .pdf, .jpg, .png, .txt

**Q.** What is the maximum file size for document uploads?

**A.** Each file can be no larger than 2 MB

**Q.** How many files can I upload at one time?

**A.** You can upload as many as five files at one time

**Q.** What if I need to upload more than the maximum five files?

**A.** After a maximum of five files are uploaded, the page can be reloaded for additional documents and information will need to be entered in a second time.

**Q.** I have a question about one of my documents. Who do I talk to?

**A.** If you have any questions regarding the documentation being submitted, please contact one of our patient advocates at (855) 845-3663.

**Q.** What if I don't want to send my information electronically? Is there another way?

**A.** Documentation may also be sent via fax: (866) 254-9411

### **Upload Attachment Requirements**

- A maximum of 5 attachments can be submitted at one time
- Each attachment can be no larger than 4 MB
- Acceptable file types: .doc, .docx, .xlsl, .xls, .pdf, .jpg, .png, .txt
- File name cannot be larger than 30 characters

### **Document Tips**

- Please make sure all forms are legible
- 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 signatures