

Denti-Cal Bulletin



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NEW CLAIMS PROCESSING TECHNOLOGY

Denti-Cal implemented new claims processing technology in June 2005, replacing current microfilm and key data entry functions with imaging, Optical Character Recognition (OCR) and data correction. Our goal is to improve processing time, improve responsiveness to provider and beneficiary inquiries, and increase adjudication accuracy.

OCR technology allows for a more automated process of capturing information from paper documents and enables us to electronically adjudicate paper forms. Please note: OCR has been set up to “read” *any* mark in boxes 11 through 18 as a “yes,” even if the answer is “no.” So please do *not* check boxes 11, 12, 13, 14, 15, 16, 17 or 18 unless indicating “yes.”

To ensure optimum results, we ask that you follow the specifications listed below. Following the items in the “Do Not” section will not cause your paper form to deny, however it may require more manual intervention and take longer to process.

- ★ **DO** use a laser printer for best results (if you must print information use neat block letters that stay within field boundaries)
- ★ **DO** use the most current Denti-Cal claim forms (DC-002A, DC-009A, or DC-017A) and Treatment Authorization Request forms (DC-002B, DC-009B, or DC-017B)
- ★ **DO** use black ink
- ★ **DO** use all capital letters
- ★ **DO** use non-proportional fonts (Courier is a good example of a non-proportional font)
- ★ **DO** use a 10-point font if possible
- ★ **DO** use an 8-digit date format, e.g., 10212005
- ★ **DO** print data within the defined boxes on the form and always enter quantity information in the quantity field only
- ★ **DO** only use white correction tape for corrections
- ★ **DO** always submit notes on 8½” x 11” paper
- ★ **DO** always submit information on one side of the paper only
- ★ **DO** always apply a handwritten signature
- ★ **DO NOT** use a dot matrix/impact printer
- ★ **DO NOT** use the DC-001A, DC-001B, DC-001C, DC-001D, with attached x-ray envelopes (these forms should be discarded)
- ★ **DO NOT** use proportional fonts, italics or script fonts
- ★ **DO NOT** mix fonts on the same form
- ★ **DO NOT** use fonts smaller than 10 point
- ★ **DO NOT** use arrows or ditto marks to indicate duplicate dates of service, rendering provider ID, etc.
- ★ **DO NOT** use dashes or slashes in date fields
- ★ **DO NOT** print slashed zeros
- ★ **DO NOT** use correction fluid

- ★ **DO NOT** use photocopies of claim forms
- ★ **DO NOT** use highlighters to highlight field information as this causes field data to turn black and become unreadable
- ★ **DO NOT** submit two sided attachments
- ★ **DO NOT** enter quantity information in the description of service field
- ★ **DO NOT** put notes on the top or bottom of forms
- ★ **DO NOT** fold claim forms
- ★ **DO NOT** use labels, stickers, or stamps on claims/Treatment Authorization Request forms
- ★ **DO NOT** use rubber signature stamps or “signature on file”