

Denti-Cal Bulletin



VOLUME 23, NUMBER 9

P.O. BOX 15609 SACRAMENTO, CALIFORNIA 95852-0609

MARCH 2007

DIGITIZED IMAGES AND ELECTRONIC DATA INTERCHANGE (EDI) DOCUMENTS

In conjunction with claims and Treatment Authorization Requests (TARs) submitted electronically, Denti-Cal now accepts digitized images submitted through electronic attachment vendors National Electronic Attachment, Inc. (NEA) and National Information Services (NIS).

Providers must be enrolled to submit claims electronically prior to submitting digitized images. For more information on becoming enrolled to submit Electronic Data Interchange (EDI) documents, please contact Provider Services toll free at (800) 423-0507 or EDI Support at (916) 853-7373 (email: denti-caledi@delta.org).

Electronic Vendor and Document Specifications

Digitized X-rays, photographs, periodontal evaluation charts, scanned State-approved Justification of Need for Prosthesis forms (DC 054), and other narrative reports may be submitted in conjunction with EDI claims and TARs through NEA or NIS Web sites.

NEA Users: Digitized X-rays and attachments must be transmitted to NEA before submitting an EDI claim or TAR. NEA's reference number must be entered in the first line of the Comments section of the EDI claim or TAR in the following format: **"NEA#" followed by the reference number, with no spaces - Example: NEA#9999999**. Any additional comments should be entered in the Comments field following the digitized image reference number. It is important to use this format and sequence.

Some dental practice management and electronic claims clearinghouse software have an interface with NEA that automatically enters the reference number into the notes of the claim. Questions about this may be directed to NEA at (800) 782-5150 option 3. For NEA enrollment information, visit www.nea-fast.com and enter promotion code DENTICAL.

NIS Users: Create your claim or TAR. Before transmitting a document electronically, attach your digitized X-rays and periodontal charts. Use your Document Center to scan images of Denti-Cal's Justification of Need for Prosthesis Form (DC-054), photos, etc. Enter the date images were created in the notes for each attachment. For NIS information, call (800) 734-5561, select option #1, and option #1 again.

Images That CAN Be Transmitted:

- ▶ Documentation related to claims and TARs to be submitted *electronically*:
 - X-rays
 - Periodontal Evaluation Charts
 - Justification of Need for Prosthesis Forms (DC-054)
 - Photos
 - Narrative documentation (surgical reports, etc.)

Images That CANNOT Be Transmitted:

- ▶ Any documentation related to claims and TARs submitted on *paper*.
- ▶ CIFs, RTDs or NOAs related to paper or EDI documents

Images should not be transmitted for EDI claims or TARs that are already waiting for X-rays and/or attachments to be mailed. Digitized images of Claim Inquiry Forms (CIFs), Resubmission Turnaround Documents (RTDs) and Notices of Authorization (NOAs) cannot be processed.

Please note the following Tip Sheets. For more information on sending digitized images to Denti-Cal, contact EDI Support at (916) 853-7373.

DENTI-CAL DIGITIZED IMAGING

TIPS

For Providers Using National Electronic Attachment, Inc. (NEA)

Digitized images can only be accepted for EDI documents.

1. First, transmit your digitized X-rays and attachments (periodontal charts, DC-054 forms, photos, etc.) to NEA's Web site. Note NEA's reference number and enter it in the first line of the Comments section of your EDI document in the following format. It is important to use this sequence to route documents correctly:

"NEA#" and then the reference number (with no spaces)
Example: NEA#9999999

If you would like to include other comments, please enter them in the Comments section after the notation shown above.

NOTE: If your Dental Practice Management software or Electronic Claims Clearinghouse software has an interface with NEA, the software may already put the NEA# in the notes of the claim for you. Contact NEA at 800-782-5150 x3 if you have questions about this.

2. Please **do not send Claim Inquiry Forms (CIFs), Resubmission Turnaround Documents (RTDs) or Notices of Authorizations (NOAs) as attachments.**
3. Denti-Cal is unable to respond to customer service inquiries entered into NEA's Web site. Instead, please mail Claim Inquiry Forms to Denti-Cal.
4. Start with brand new documents. Please do not send images to NEA for claims or Treatment Authorization Requests (TARs) that are already waiting for X-rays/attachments to be mailed.
5. **Note:** X-rays are not required for dentures on edentulous patients. Submit Justification of Need for Prosthesis form (DC-054) only.

QUESTIONS?
Please call (916) 853-7373 and ask for
Denti-Cal EDI Support - extension 2451 or 2653 -
or send an e-mail to denti-caledi@delta.org

DENTI-CAL DIGITIZED IMAGING

TIPS

For Providers Using National Information Services (NIS)

Digitized images can only be accepted for EDI documents

1. Create your claim or Treatment Authorization Request (TAR). Before transmitting a document electronically, attach your digitized X-rays. Use your Document Center to scan images of Denti-Cal's Periodontal Evaluation Chart (DC-008) and Justification of Need for Prosthesis Form (DC-054), photos, etc.

Enter the date images were created in the notes for each attachment.

Contact NIS at (800) 734-5561 option #1, then option #1 again, for more information.

2. Please do not send Claim Inquiry Forms (CIFs), Resubmission Turnaround Documents (RTDs), or Notices of Authorization (NOAs) as attachments.
3. Denti-Cal is unable to respond to customer service inquiries entered into NIS's Web site. Instead, please mail Claim Inquiry Forms (CIFs) to Denti-Cal.
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