

# Denti-Cal Bulletin



VOLUME 23, NUMBER 40 PO BOX 15609 SACRAMENTO, CALIFORNIA 95852-0609 OCTOBER 2007

## ***Correct Procedures for Submitting Radiographs and Photographs***

Denti-Cal continues to receive X-ray envelopes that are incorrectly addressed or prepared, have no address, or are empty. Some providers also submit X-rays without using the correct preimprinted or typed return address X-ray envelopes specifically designed for that purpose. The proper X-ray envelopes for submitting radiographs and photographs are the DC-014A, DC-014B, DC-014C, DC-014D, DC-014E, DC-014F, and soon will include the DC-214A and DC-214B as well. Radiographs and photographs *will not* be returned if the envelopes are incorrectly prepared or if the wrong envelopes are used.

Denti-Cal recycles all radiographs and photographs unless their return is specifically requested by affixing the “Do Not Recycle” sticker on the outside of the appropriate X-ray envelope. Many providers incorrectly place the “Do Not Recycle” sticker on the outside of the claim submission envelopes, on claim forms, or on the radiographs/photographs themselves. This too will result in radiographs and photographs not being returned. The “Do Not Recycle” sticker must be placed only on the outside of the appropriate X-ray envelope, as seen in the following example:



“Do Not Recycle” stickers are available free of charge from the Denti-Cal’s forms supplier by marking the DC-020 box in the lower right corner of the Forms Reorder Request form and faxing the form to (209) 832-2105.

For instructions on how to properly prepare envelopes, please refer to the “Correct Use of Denti-Cal Envelopes” in Section 3 of the Provider Manual. Instructions are also found underneath the flap of the envelope.

If there are any questions, please call Denti-Cal toll-free at (800) 423-0507.