

# Denti-Cal Bulletin



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## ***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 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 using the following format: "NEA#" followed by the reference number, with no spaces. For 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](http://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.

<p><b><i>Images That <u>CAN</u> Be Transmitted:</i></b></p> <ul style="list-style-type: none"> <li>▶ Documentation related to claims and TARs to be submitted <i>electronically</i>:</li> <li>• Radiographs</li> <li>• Periodontal Evaluation Charts</li> <li>• Justification of Need for Prosthesis Forms (DC-054)</li> <li>• Photos</li> <li>• Narrative documentation (surgical reports, etc.)</li> </ul>	<p><b><i>Images That <u>CANNOT</u> Be Transmitted:</i></b></p> <ul style="list-style-type: none"> <li>▶ Any documentation related to claims and TARs submitted on <i>paper</i>.</li> <li>▶ CIFs, RTDs or NOAs related to paper <i>or</i> EDI documents</li> </ul>
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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 radiographs and attachments (perio charts, 054 forms, photos, etc.) to NEA's website. 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 x 3 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 website. 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 radiographs/attachments to be mailed.
5. Note: Radiographs 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 email to [denti-caledi@delta.org](mailto:denti-caledi@delta.org).

February, 2008

# DENTI-CAL DIGITIZED IMAGING

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## 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 radiographs. Use your Document Center to scan images of Denti-Cal's Periodontal Evaluation Chart and Justification of Need for Prosthesis Form, 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 for more information about this.

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 website. Instead, please mail Claim Inquiry Forms to Denti-Cal.
4. Start with brand new documents. Please do not send images to NIS for claims or Treatment Authorization Requests (TARs) that are already waiting for radiographs/attachments to be mailed.
5. Note: Radiographs are not required for dentures on edentulous patients. Submit Justification of Need for Prosthesis form (DC 054) only.

#### **QUESTIONS?**

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