

Denti-Cal Bulletin



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Optical Character Recognition (OCR)/ Intelligent Character Recognition (ICR)

OCR/ICR technology allows for a more automated process of capturing information from paper documents and enables Denti-Cal to electronically adjudicate paper forms. Denti-Cal's goal is to decrease processing time, improve responsiveness to provider and beneficiary inquiries, and increase adjudication accuracy.

Providers are reminded to follow these guidelines to ensure optimum results and avoid denials.

DO

- Use only Denti-Cal provided forms
- On TAR/Claim forms, leave boxes 11 through 18 blank, unless indicating "yes." OCR reads any mark in boxes 11 through 18 as a "yes", even if the answer is "no."
- Use a laser printer for best results. If handwritten documents must be submitted, use neat block letters, black ink, and stay within the field boundaries.
- Use a 10 point, non-proportional, plain font (such as Arial), and use all capital letters.
- Use a 6-digit date format **without** dashes or slashes, e.g., mmddyy (123109)
- Print within the lines of the appropriate field
- Submit notes and attachments on 8 ½" by 11" paper. Small attachments must be taped to standard paper in order to go through the scanner.
- Submit notes and attachments on one side of the paper only. Double-sided attachments require copying and additional preparation for the scanners which will cause delays in adjudication.
- Enter quantity information in the quantity field. OCR does not read the description of service field to pick up the quantity.
- On TAR/Claim forms, complete boxes 19 and 20. Enter the complete Billing Provider Name and NPI Number to ensure appropriate payment to the correct billing number.
- Remember that the following TAR/Claim forms are no longer available and should not be used: DC-002A, DC-002B, DC-009A, DC-009B, DC-017A, and DC-017B
- Apply a handwritten signature in blue or black ink

DO NOT

- Use correction fluid or tape
- Use Italics or script fonts
- Mix fonts on the same form
- Use arrows or quote/ditto marks to indicate duplicate dates of service, National Provider Identifier (NPI), etc.
- Use dashes or slashes in the date fields
- Print slashed zeros
- Use photocopies of any Denti-Cal forms
- Use highlighters or highlight field information (this causes field data to turn black and become unreadable)
- Enter quantity information in the description of service field
- Put notes on the top or bottom of forms
- Fold any forms
- Use labels, stickers, or stamps on any Denti-Cal forms
- Use rubber signature or "signature on file" stamps
- Place additional forms, attachments, or documentation inside the X-ray envelope. This will cause a delay in adjudication and processing.

For questions, please contact the Denti-Cal Telephone Service Center at (800) 423-0507.