

Denti-Cal Bulletin



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www.denti-cal.ca.gov

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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), National Information Services (NIS) and Tesia-PCI, LLC.

To participate in the EDI program, providers must apply and be approved prior to submitting digitized images electronically. For more information on EDI enrollment, please contact the Denti-Cal Telephone Service Center at (800) 423-0507 or EDI Support at (916) 853-7373 (e-mail: denti-caledi@delta.org).

Electronic Vendor and Document Specifications

The following documentation related to EDI claims and TARs can be submitted electronically through NEA, NIS or Tesia-PCI, LLC Web sites:

<i>Images That <u>CAN</u> Be Transmitted:</i>	<i>Images That <u>CANNOT</u> Be Transmitted:</i>
<ul style="list-style-type: none">▶ Documentation related to claims and TARs to be submitted <i>electronically</i>:<ul style="list-style-type: none">• Radiographs• Periodontal Evaluation Charts• Justification of Need for Prosthesis Forms (DC-054)• Photos• Narrative documentation (surgical reports, etc.)	<ul style="list-style-type: none">▶ Any documentation related to claims and TARs submitted on <i>paper</i>.▶ CIFs, RTDs or NOAs related to paper <i>or</i> EDI documents

- **NEA Users:** Digitized radiographs 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 and enter promotion code DENTAL.

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NIS Users: Create your claim or TAR. Before transmitting a document electronically, attach your digitized radiographs and periodontal charts. Use your Document Center to scan images, 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.

- **Tesia-PCI, LLC:** Create your claim or TAR. Before transmitting a document electronically, create and attach your digitized images. Each attachment must include the date the images were created.

For Tesia-PCI, LLC information, call (800) 724-7240.

Images should not be transmitted for EDI claims or TARs that are already waiting for radiographs 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#99999999

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 option 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.

February, 2008

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 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.

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February, 2008

DENTI-CAL DIGITIZED IMAGING

TIPS

For Providers Using Tesia-PCI, LLC

Digitized images can only be accepted for EDI documents.

1. Create your claim or Treatment Authorization Request (TAR). Create and attach your digitized images (radiographs, perio charts, narrative documents) before transmitting a claim or TAR electronically. Note: Tesia-PCI, LLC's attachment reference number will automatically be entered in the comments section on the claim or TAR.

Each attachment must include the date the images were created. You may use your Document Center to scan images of Denti-Cal's Justification of Need for Prosthesis Form, photos, and any other necessary attachments.

Contact Tesia at (800) 724-7240 for more information 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 Tesia's website. Instead, please mail Claim Inquiry Forms to Denti-Cal.
4. Start with brand new documents. Please do not send images to Tesia 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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May, 2009