

# Denti-Cal Bulletin



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## CORRECT USE OF DENTI-CAL ENVELOPES

Denti-Cal offers special mailing envelopes for enclosing X-rays with claims, TARs, and EDI X-rays. Denti-Cal's mailing envelopes have borders printed in various colors to indicate the type of documents enclosed, which aids in sorting and expedites processing. Please refer to the Denti-Cal Provider Manual for additional information on Electronic Data Interchange (EDI) (Section 2) or Denti-Cal forms and envelope inventory (Section 3).

The following guide will assist you in determining which envelope should be used:

- ◆ Please do not paper clip, staple, or tape X-rays to TARs or claims as this may delay processing and payment for services rendered. Following these procedures will ensure that X-rays are not separated from the documents and can be promptly returned to your office or recycled by Denti-Cal.
- ◆ Enclose mounted, dated, and well marked X-rays in the appropriate X-ray envelope. Be sure to include the dentist's name, Denti-Cal provider number, and patient name and Medi-Cal ID number. Duplicate X-rays and paper radiographs should also be marked clearly so they are identifiable for speedy processing. The date on paper radiographs must be in month/date/year format.
- ◆ Use one envelope per beneficiary. Do not place X-rays for multiple beneficiaries into a single envelope as this creates delays, and could result in incorrect matching of the X-rays to companion documents.
- ◆ Only use X-ray envelopes for X-rays or paper radiographs. All other attachments and documentation should be stapled to the claim or TAR to reduce processing delays. Do not overfill X-ray envelopes. The appropriately sized envelopes should be used for all X-rays submitted to prevent damaged envelopes and/or lost X-rays.
- ◆ Up to three unmounted X-rays may be submitted by placing them in unsealed coin-size envelopes and inserting the coin-size envelopes into the X-ray envelopes provided by Denti-Cal.
- ◆ Remember to attach all X-ray envelopes to the corresponding claim or TAR form before placing them into a mailing envelope and sending to Denti-Cal. Be sure to check each X-ray envelope carefully to make sure the glue on the sides of the envelope is intact before enclosing your X-rays. Please discard any questionable envelopes.
- ◆ Much time and manpower is expended returning duplicate X-rays and paper radiographs to the provider. If they must be returned, please place a "Do Not Recycle" sticker on the outside of the X-ray envelope next to your return address. To obtain these stickers, please call Denti-Cal toll-free at (800) 423-0507.

**GREEN (DC-006A) envelopes should only contain:**

- ◆ Claims
- ◆ Claim Inquiry Forms (CIFs)
- ◆ Resubmission Turnaround Documents (RTDs) relating to Claims
- ◆ Notice of Authorization (NOA) forms submitted for payment
- ◆ Electronic Data Interchange (EDI) NOAs printed onto paper for payment (do not attach EDI label)
- ◆ EDI RTDs printed onto paper related to claims (do not attach EDI label)
- ◆ Preimprinted X-ray envelopes (DC-014A and DC-014C)

**BLUE (DC-006B) envelopes should only contain:**

- ◆ Treatment Authorization Requests (TARs)
- ◆ RTDs relating to TARs
- ◆ EDI NOAs printed onto paper for reevaluation (do not attach EDI label)
- ◆ EDI RTDs printed onto paper related to TARs (do not attach EDI label)
- ◆ Claim Inquiry Forms (CIFs) for TAR tracers only
- ◆ Preimprinted X-ray envelopes (DC-014B and DC-014D)

**RED (DC-006C) envelopes should only contain:**

- ◆ Attachments and back-up documentation to support authorized treatment
- ◆ X-ray envelopes DC-014E and DC-014F (these are not preimprinted; please order accompanying DC-018A mailing labels)

AS A REMINDER, *all* forms, envelopes, labels, and stickers are free of charge.

To order additional supplies of these envelopes and labels, either fax: the Denti-Cal Forms Reorder Request (DC-004) or EDI Supply Request Form (Denti-Cal 139) to the Denti-Cal forms vendor at (209) 832-2105 or mail said forms to:

Shamrock Companies, Inc.  
410 East. Grantline Road  
Tracy, CA 95376

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