

# Denti-Cal Bulletin



VOLUME 19, NUMBER 39 P.O. BOX 15609 SACRAMENTO, CALIFORNIA 95852-0609 DECEMBER 2003

## CHANGE IN PROCEDURE FOR RETURNING RADIOGRAPHS AND PHOTOGRAPHS

*Effective January 1, 2004, radiographs and photographs will no longer be automatically returned to providers.* Denti-Cal will recycle *all* radiographs and photographs received on or after January 1, 2004, *unless their return is specifically requested.* This change in procedure, suggested by a number of providers, is expected to help contain unnecessary program costs.

In accordance with ADA guidelines, only duplicate radiographs should be submitted to Denti-Cal and the originals should be retained in the patient's records. Double pack films offer the best solution for the beneficiary, the provider and the processing staff at Denti-Cal. High quality, diagnostic duplication of radiographs is also acceptable.

All radiographs or photographs accompanying documents must be submitted in the appropriate x-ray mailing envelopes. Radiographs or photographs submitted without return address or without x-ray envelopes will *not* be returned.

In the near future, "Return to Provider" stickers will be available for affixing to the x-ray mailing envelope. Until the stickers are available, it is imperative that preimprinted or typed return address x-ray mailing envelopes be used, with *"Return to Provider" clearly written on the envelope.*