

Denti-Cal Bulletin



VOLUME 24, NUMBER 3

PO BOX 15609 SACRAMENTO, CALIFORNIA 95852-0609

JANUARY 2008

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

Following these specifications will assist Denti-Cal in the timely processing of documents.

DO

- ◆ **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.** Proportional space and smaller fonts may result in potential misread by the scanners.
- ◆ **Use a 6-digit date format without dashes or slashes, e.g., 012908.**
- ◆ **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.
- ◆ **Enter quantity information in the quantity field.** OCR does not read the description of service field to pick up the quantity.
- ◆ **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 after March 31, 2008 the following forms will no longer be available:** DC-002A, DC-002B, DC-009A, DC-009B, DC-017A, and DC-017B.
- ◆ **Update practice management software *before* using the new combined Treatment Authorization Request (TAR)/Claim forms (DC-202, DC-209, and DC-217).** This will prevent misaligned documents.
- ◆ **Discard old forms after updating practice management software.** After transitioning to the new combined TAR/Claims forms, discard older TAR and Claims forms and envelopes.
- ◆ **Apply a handwritten signature.**

DO NOT

- ◆ **Do not use correction fluid or tape.**

- ♦ **Do not place forms, attachments, or documentation inside the X-ray envelope.**
Once the attachment is discovered, substantial manual effort is required to associate the attachment to the original Claim or Treatment Authorization Request (TAR) form. This results in an unavoidable delay in processing.

If you have any questions, please call the Denti-Cal Telephone Service Center at (800) 423-0507.