

*Welcome to the
KDA Meeting*

Playing By The Rules: Submitting “Clean” Claims



**Presented By
Mrs. Angie Currans**

Today's Agenda

- **Everyday Situations**
- **Unusual Situations**
- **Frustrating Situation**
- **“You Got To Be Kidding Me” Situation**

Today's Format

- Questions & Answers
- Open Forum
- Sharing Experiences

Coding With Confidence

- Dr. Charles Blair
- Every Question you ever had regarding Insurance can be answered in here
- Every Code you will ever use can be found here

E-claims Report

SERVER322 - pcAnywhere

Dentrix Office Manager - 6

File Reports Letters Maintenance Analysis Help

Batch Processor

| Date | Description | Status |
|------------|--------------------------------|-----------|
| 09/08/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/12/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/13/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/17/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/18/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/18/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/18/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/19/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/22/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/23/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/25/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/25/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/26/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/29/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/29/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/30/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/30/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 09/30/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 10/01/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 10/01/2008 | Prim Dent Ins.(DX2007F) | Rejected |
| 10/01/2008 | Prim Dent Ins.<A>(DX2007F) | Displayed |
| 10/01/2008 | Prim Dent Ins.(DX2007F) | Displayed |
| 10/01/2008 | Prim Dent Ins.<A>(DX2007F) | Unsent |
| 10/01/2008 | Prim Dent Ins. - Attachment | Unsent |
| 10/01/2008 | Family WalkOut Statement | Printed |
| 10/01/2008 | Family WalkOut Statement | Printed |
| 10/01/2008 | Prim Dent Ins.<A>(DX2007F) | Unsent |
| 10/01/2008 | Prim Dent Ins. - Attachment | Unsent |
| 10/01/2008 | Prim Dent Ins.(DX2007F) | Printed |
| 10/01/2008 | Prim Dent Ins.<A>(DX2007F) | Unsent |
| 10/01/2008 | Prim Dent Ins. - Attachment(s) | Unsent |
| 10/01/2008 | Single Family Ledger | Printed |
| 10/01/2008 | Family WalkOut Statement | Printed |
| 10/01/2008 | Prim Dent PreEst(DX2007F) | Unsent |
| 10/01/2008 | Prim Dent PreEst - Attachment | Unsent |
| 10/01/2008 | Prim Dent Ins.(DX2007F) T | Unsent |
| 10/01/2008 | Family WalkOut Statement | Printed |
| 10/01/2008 | Family WalkOut Statement | Printed |
| 10/01/2008 | Single Family Ledger | Printed |
| 10/01/2008 | Truth in Lending | Printed |
| 10/01/2008 | Payment Agreement | Printed |
| 10/01/2008 | Prim Dent Ins.(DX2007F) | Unsent |
| 10/01/2008 | Family WalkOut Statement | Printed |
| 10/01/2008 | Family WalkOut Statement | Schd-6 |

Start | Inbox - Microsoft Outlook | SonicWALL Global VPN Cl... | SERVER322 - pcAnyw... | 4:03 PM

E-Claim Report

SERVER203 - pcAnywhere

Batch Processor

| Date | Description | Status |
|------------|--|-----------|
| 08/19/2008 | eClaims Validation Report | UnPrinted |
| 08/19/2008 | eTrans Transmission Report | UnPrinted |
| 08/20/2008 | eClaims Validation Report | UnPrinted |
| 08/20/2008 | eTrans Transmission Report | UnPrinted |
| 08/21/2008 | eClaims Validation Report | UnPrinted |
| 08/21/2008 | eTrans Transmission Report | UnPrinted |
| 08/25/2008 | eClaims Validation Report | UnPrinted |
| 08/25/2008 | eTrans Transmission Report | UnPrinted |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Williams, Audreona-Cigna | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Williams, Amir-Cigna | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Willey, Denisha-United Health Care | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Willey, Denisha-United Health Care | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Wisner, Lonnie-Delta of E | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Steele, Louis-Guardian | Unsent |
| 08/26/2008 | Family WalkOut Statement (Steele, Louis) | Printed |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Louise, Eyelle-AMERITAS | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Schabert, Deanna-Asur | Unsent |
| 08/26/2008 | Aging Report | Displayed |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Schabert, Deanna-Asur | Unsent |
| 08/26/2008 | Single Billing Statement | Printed |
| 08/26/2008 | Prim Dent Ins.(DX2007F) HUGHES, ELMAR-Doral of TN MEDICAL | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Collins, Jeff-Coverity | Unsent |
| 08/26/2008 | Procedures Not Attached to Insurance Claims | Displayed |
| 08/26/2008 | Prim Dent Ins.(DX2007F) HEDD, TRISTEN-Doral of TN MEDICAL | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) BOUTINE, MELANIE-Doral of TN MEDICAL | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) MASQUEZ, ELMER-Doral of TN MEDICAL | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) Collins, Roslyn-MetLife | Unsent |
| 08/26/2008 | Prim Dent Ins.(DX2007F) GUNN, AMANDA-Doral of TN MEDICAL | Unsent |
| 08/26/2008 | Family WalkOut Statement (Hamord, Kelly) | Schd-4 |
| 08/26/2008 | Family WalkOut Statement (Hamord, Kelly) | Printed |
| 08/26/2008 | Day Sheet (Chronological) | Displayed |
| 08/26/2008 | Sec Dent Ins.(DX2007F) Banks, William-JnCigna | Schd-7 |

Running Reports

DENTAL INSURANCE CLAIM AGING REPORT

Date: 10/26/2012

Page: 1

| INSURANCE COMPANY/GROUP PLAN | PHONE # | GROUP NUM. | | | | | TOTAL |
|---|----------------|-----------------------|------------------|-------|-------|--------|--------|
| SENT SERVICE TRACER ON HOLD RE-SENT PATIENT NAME BIRTHDAY | RE-SENT ID NUM | PATIENT NAME ESTIMATE | BIRTHDAY CURRENT | 31-60 | 61-90 | > 90 | TOTAL |
| Primary 06/26/2012 06/26/2012 | 07/02/2012 | 522.40 | 0.00 | 0.00 | 0.00 | 653.00 | 653.00 |
| <p>- Fri - Oct 26, 2012 09:29:48 am - >Printed</p> <p>- Wed - Oct 24, 2012 -Per [REDACTED] #20 had already been paid to pcd & he told me that I would have to sub x-rays & I told him that I already did that, she he looked it up & found the x-rays & then he told me that I would have to resub the claim with a narriative & I told him to look at the claim again & there is already a narrative. He said it was there so he said that he was going to resub the claim & that it would take ~10 days to process [REDACTED]</p> <p>- Mon - Aug 20, 2012 10:16:09 am - >Printed reusb claim with x-rays and remarks highlighted [REDACTED]</p> <p>- Thu - Jun 28, 2012 05:00:20 pm - >Printed per eob rec'd rct already completed resub paper claim with copy of x-ray [REDACTED]</p> <p>- Tue - Jun 26, 2012 03:26:53 pm - >Printed</p> <p>- Tue - Jun 26, 2012 09:02:57 am - >Batched</p> | | | | | | | |

| | ESTIMATE | CURRENT | 31 - 60 | 61 - 90 | OVER 90 | TOTAL |
|--------------------------------|----------|---------|---------|---------|---------|--------|
| PRIMARY CLAIM TOTALS: | 522.40 | 0.00 | 0.00 | 0.00 | 653.00 | 653.00 |
| SECONDARY CLAIM TOTALS: | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| TOTALS ALL CLAIMS: | 522.40 | 0.00 | 0.00 | 0.00 | 653.00 | 653.00 |

Working Reports

DENTAL INSURANCE CLAIM AGING REPORT

Date: 02/25/2013

Page: 5

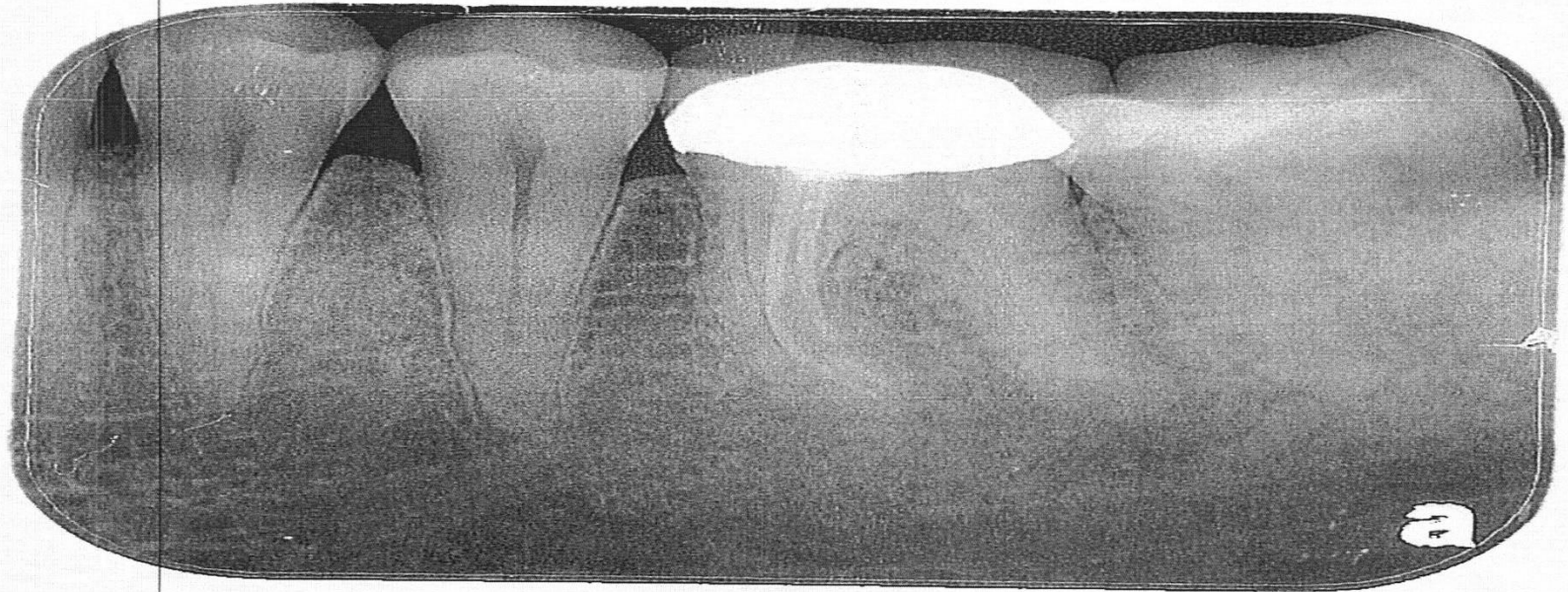
| INSURANCE COMPANY/GROUP PLAN SENT SUBSCRIBER | TRACER ASSIGN. OF BENEFITS | ON HOLD | PHONE # RE-SENT ID NUM | GROUP NUM. PATIENT NAME ESTIMATE | BIRTHDAY CURRENT | 31-60 | 61-90 | > 90 | TOTAL | |
|--|-------------------------------|------------|------------------------------|--|---------------------|--------|-------|------|---------|---------|
| United Concordia/Military - (Continued) - (800)866-8499 080000023 | | | | | | | | | | |
| <ul style="list-style-type: none"> - Mon - Feb 4, 2013 03:42:30 pm - >Printed - Tue - Oct 30, 2012 - recieved EOB stating it was a rejected procedure, will wait for rct and go from there - Wed - Oct 17, 2012 - resubmitted via eclaims - Wed - Oct 17, 2012 04:02:31 pm - >Printed - Tue - Aug 7, 2012 10:22:15 am - >Printed - Tue - Aug 7, 2012 10:03:56 am - >Batched | | | | | | | | | | |
| Primary | 08/20/2012 | 08/20/2012 | | | | 844.00 | 0.00 | 0.00 | 1055.00 | 1055.00 |
| <ul style="list-style-type: none"> - Mon - Feb 4, 2013 -Per [redacted] at UC must resubmit with EMERGENCY remarks, xray and narrative, did that and sent via paper claim - Mon - Feb 4, 2013 03:42:37 pm - >Printed - Wed - Oct 17, 2012 - resubmitted via ecalims - Wed - Oct 17, 2012 04:02:56 pm - >Printed - Wed - Oct 17, 2012 04:02:38 pm - >Printed - Tue - Aug 21, 2012 10:27:56 am - >Printed - Mon - Aug 20, 2012 04:42:50 pm - >Batched | | | | | | | | | | |
| Primary | 10/29/2012 | 05/03/2012 | | | | 157.00 | 0.00 | 0.00 | 157.00 | 157.00 |
| <ul style="list-style-type: none"> - Mon - Feb 4, 2013 -Per [redacted] at UC must resubmit with EMERGENCY remarks, xray and narrative, did that and sent via paper claim - Mon - Feb 4, 2013 03:53:10 pm - >Printed - Tue - Jan 8, 2013 - Via eclaims the patient claim was already in process so I deleted that claim and resubmitted paper kcb . - Tue - Jan 8, 2013 10:36:02 am - >Printed - Tue - Jan 8, 2013 - resubmitted via eclaims - Mon - Oct 29, 2012 02:24:57 pm - >Printed - Mon - Oct 29, 2012 07:43:00 am - >Batched | | | | | | | | | | |
| United Concordia/NA | | | | | | | | | | |
| Primary | 11/02/2012 | 11/02/2012 | 405-88-1457 | | | 507.00 | 0.00 | 0.00 | 907.00 | 907.00 |
| <ul style="list-style-type: none"> - Tue - Jan 8, 2013 - eclaims rejected so I sent paper claim - Tue - Jan 8, 2013 11:48:54 am - >Printed - Tue - Jan 8, 2013 10:38:11 am - >Printed - Tue - Jan 8, 2013 - resubmitted via eclaims - Mon - Nov 5, 2012 12:51:49 pm - >Printed - Fri - Nov 2, 2012 10:10:58 am - >Batched | | | | | | | | | | |
| United Health Care/United Health Care | | | | | | | | | | |
| Primary | 04/12/2012 | 04/12/2012 | | | | 780.00 | 0.00 | 0.00 | 1025.00 | 1025.00 |
| <ul style="list-style-type: none"> - Mon - Jan 14, 2013 07:42:16 am - >Printed - Thu - Jan 10, 2013 -per [redacted], he tried to still say that the x-ray was cut off, & then he said in one of the notes that the x-ray was cut off at the crown tip, which I told him that has nothing to do with the rct so he transferred me to another claims rep (SEE SCANNED APPEAL FOR THE REST OF THE NOTES) - Thu - Nov 29, 2012 -per [redacted], she looked at the x-rays & said they were readable & then asked to put me on hold. Came back & said per notes Dental Consultant said "couldn't see root tip". She transferred me to [redacted] & she too said that the x-ray was readable & after research she said that it doesn't appear the consultant reviewed the 2nd x-ray we should get paid - Wed - Oct 24, 2012 11:04:56 am - >Printed - Wed - Oct 24, 2012 - Spoke with [redacted] at UHC and she asked that we resubmit XRYs and I told her that we had already done that. and she checked and said they hadn't recieved them - Fri - Jul 13, 2012 - Automated system said claim hadn't been recieved, I resubmitted claim again I couldn't speak with representative. With the photo paper XRAYs - Wed - Jun 20, 2012 -per [redacted] at UHC the XRAYs recieved were not of good quality and they needed to be resubmitted, reprinted them from the back computer on printer paper and resubmitted them - Wed - May 2, 2012 - recieved EOB req pre and post op xrays. Resubmitted claim with hem attached - Wed - May 2, 2012 01:00:04 pm - >Printed - Thu - Apr 12, 2012 02:44:25 pm - >Printed | | | | | | | | | | |

--Continued--

Attachments

07:42 AM

1/14/2013



Appeals/Narratives

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Notice of appeal for [REDACTED]
Subscriber: [REDACTED]
Id # [REDACTED] DOB: [REDACTED]
Pt DOB: [REDACTED]

January 11, 2013

On April 12, 2012 we saw this patient for a retreatment on #19. On May 2, 2012 we received an EOB requesting pre and post operative xrays. Those were sent in on the same day. On June 20, 2012 we were following up on our aging claims and called to check on the status. We spoke with [REDACTED] and she explained the xrays were not of good quality and needed to be resubmitted. They were printed on photo paper and sent in again. On October 24, 2012 we called again to check the status and spoke with Stella. We were told that the new xrays had not been received yet. By November 29, 2012 the claim was at 7 months old, and was turned over to the office manager for review. Upon calling your insurance representatives, we spoke with [REDACTED]. She stated that on her end, the xrays were readable and then asked if we could hold. She had spoke with a dental consultant and they said you couldn't see the root tip. Our office manager was then transferred to [REDACTED] and she also agreed the xray was readable. She said there was a second set of xrays she believed the consultant hadn't reviewed. At this point we were under the impression that the claim would be processed.

By January 10, 2013 we hadn't received payment, so we contacted your company again. This time we spoke with [REDACTED]. He said the xrays he was looking at were cut off at the tip of the crown, not the root which is the only thing needed to show pre and post op retreatments. The xrays we have are a full PA of the area. They aren't cut off. After arguing that we thought the xrays weren't cut off, he transferred us to [REDACTED]. [REDACTED] told us the xrays were too light. While we were doing what we could on our end, we asked the patient to call your company to see if she could shed any more light on the situation. The patient called us back and stated that Aaron told her that the claim was denied because both the preoperative and post operative xrays were done on the same day. We are a specialty office and usually only see patients once.

I hope you can see our frustration with the issue, and that we feel this claim should've been taken care of much sooner than this. I have attached a copy of the pre and post operative xrays that we have been sending, so you can see that they aren't cut off. We would appreciate your attention in this matter.

Thank you

[REDACTED]

Documentation

DENTAL INSURANCE CLAIM AGING REPORT

Date: 02/28/2013

Page: 3

| INSURANCE COMPANY/GROUP PLAN SENT SUBSCRIBER | GROUP SERVICE | TRACER ASSIGN. OF BENEFITS | ON HOLD | PHONE # RE-SENT ID NUM | GROUP NUM. PATIENT NAME ESTIMATE | BIRTHDAY CURRENT | 31-60 | 61-90 | > 90 | TOTAL | | |
|--|---------------|----------------------------|---------|------------------------|----------------------------------|------------------|--------|-------|------|---------|---------|---------|
| <p>Delta Dental of Wisconsin/CREATION TECHNOLOGIES (Continued)</p> <p>- Tue - Feb 26, 2013 - resubmitted via eclaims because per [REDACTED] they were not on file, he gave me an alt numb to try so I changed that and resubmitted [REDACTED] - Fri - Dec 14, 2012 11:32:38 am - >Printed - Fri - Dec 14, 2012 10:51:03 am - >Batched</p> | | | | | | | | | | | | |
| Primary | 12/21/2012 | 12/21/2012 | | [REDACTED] | Jc [REDACTED] | [REDACTED] | 580.00 | 0.00 | 0.00 | 825.00 | 0.00 | 825.00 |
| <p>- Tue - Feb 26, 2013 09:31:05 am - >Printed - Tue - Feb 26, 2013 - resubmitted via eclaims because per [REDACTED] they were not on file, he gave me an alt numb to try so I changed that and resubmitted [REDACTED] - Tue - Feb 26, 2013 09:29:44 am - >Printed - Fri - Dec 21, 2012 11:41:46 am - >Printed - Fri - Dec 21, 2012 08:06:33 am - >Batched</p> | | | | | | | | | | | | |
| <p>GEHA [REDACTED] Primary 07/09/2012 07/09/2012</p> <p>V [REDACTED]</p> | | | | | | | | | | | | |
| | | | | [REDACTED] | [REDACTED] | [REDACTED] | 157.00 | 0.00 | 0.00 | 0.00 | 157.00 | 157.00 |
| <p>- Wed - Feb 27, 2013 02:10:10 pm - >Printed - Wed - Feb 27, 2013 - Per [REDACTED] at GEHA the claims were still not on file, she gave me her personal fax number 8162573247 and that if she hadn't recieved it in three days, she would give us a call. [REDACTED] - Fri - Feb 1, 2013 - Per [REDACTED] at GEHA claims weren't on file, resubmitted one final time, after reverifying fax number, [REDACTED] - Fri - Feb 1, 2013 02:49:09 pm - >Printed</p> <p>- Wed - Jan 9, 2013 - Per [REDACTED] at GEHA pt claim was not on file, resubmitted via fax to 8162573247 kcb - Wed - Jan 9, 2013 03:59:11 pm - >Printed - Wed - Oct 17, 2012 02:32:38 pm - >Printed - Wed - Oct 17, 2012 - resubmitted via eclaims kcb - Mon - Jul 9, 2012 05:07:15 pm - >Printed - Mon - Jul 9, 2012 02:09:40 pm - >Batched</p> | | | | | | | | | | | | |
| <p>GEHA [REDACTED] Primary 09/26/2012 02/08/2012</p> <p>M [REDACTED]</p> | | | | | | | | | | | | |
| | | | | [REDACTED] | [REDACTED] | [REDACTED] | 892.00 | 0.00 | 0.00 | 0.00 | 1077.00 | 1077.00 |
| <p>- Wed - Feb 27, 2013 02:09:56 pm - >Printed - Wed - Feb 27, 2013 - Per [REDACTED] at GEHA the claims were still not on file, she gave me her personal fax number [REDACTED] and that if she hadn't recieved it in three days, she would give us a call. this plan is a medical but with a dental "rider" [REDACTED] - Fri - Feb 1, 2013 - Per [REDACTED] at GEHA claims weren't on file, resubmitted one final time, after reverifying fax number, [REDACTED] - Fri - Feb 1, 2013 02:48:55 pm - >Printed</p> <p>- Wed - Jan 9, 2013 - Per [REDACTED] at GEHA pt claim was not on file, resubmitted via fax to 8162573247 kcb - Wed - Jan 9, 2013 03:58:59 pm - >Printed - Wed - Sep 26, 2012 04:10:32 pm - >Printed - Wed - Sep 26, 2012 - recieved ins info from [REDACTED], and reverified, group numb was not listed previous. Resubmitted via eclaim [REDACTED] - Wed - Sep 26, 2012 02:29:04 pm - >Batched</p> | | | | | | | | | | | | |
| <p>GEHA [REDACTED] Primary 12/06/2012 12/06/2012</p> <p>[REDACTED]</p> | | | | | | | | | | | | |
| | | | | 23295294 | [REDACTED] | [REDACTED] | 670.00 | 0.00 | 0.00 | 1340.00 | 0.00 | 1340.00 |
| <p>- Wed - Feb 27, 2013 02:09:45 pm - >Printed - Thu - Dec 6, 2012 03:15:21 pm - >Printed - Thu - Dec 6, 2012 11:21:17 am - >Batched</p> | | | | | | | | | | | | |
| <p>Humana Dental of Wisconsin/General Health [REDACTED] Primary 12/05/2012 12/05/2012</p> <p>[REDACTED]</p> | | | | | | | | | | | | |
| | | | | [REDACTED] | [REDACTED] | [REDACTED] | 804.00 | 0.00 | 0.00 | 1055.00 | 0.00 | 1055.00 |
| <p>- Wed - Feb 20, 2013 - Called Dr [REDACTED] office and got the date of prior rct 3/24/2009, resubmitted with that, and sent paper claim [REDACTED]</p> | | | | | | | | | | | | |

--Continued--

Posting

- Posting to Correct Provider
- Adjustments


Documentation Playing By the Rules

- **Why Documentation is so critical**
- **Good Documentation**
- **Bad Documentation**

Documentation Playing By the Rules

If it is not in your dental records...

- You didn't see it**
- You didn't say it**
- You didn't do it**
- It didn't need to be done**
- Therefore it does not exist**



How much is your freedom worth?

On October 24th, 2003 the FBI battered down the back door of Dr. Roy Shelburne's office. They executed a search and seizure warrant on him and his practice and took every patient and business record he had.

"I was unwilling to plead guilty and go to prison. The errors were not intentional and I ignorantly believed this was an adequate defense. I learned ignorance is no excuse in the eyes of the law."

— Roy S. Shelburne, DDS

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Related Article
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“The Ugly”

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- Does any employee appear to be living beyond their means?
- Are there an unusually high number of patient complaints / questions about billing and accounting?

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