

Dental Billing Instructions



HEALTH SYSTEMS DIVISION

Billing instructions for Provider
Web Portal and ADA 2012 dental claim
formats for Oregon Medicaid providers

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Introduction

The *Dental Claim Instructions* handbook is designed to help those who bill the Oregon Health Authority (OHA) for Medicaid services submit their claims correctly the first time. This will give you step-by-step instructions so that OHA can pay you, the provider, more quickly. Use this handbook with the General Rules and your provider guidelines (administrative rules and supplemental information), which contain information on policy and covered services specific to your provider type.

The dental claim is also known as the American Dental Association (ADA) claim. Throughout this billing guide you will see the claim type being referred to as a dental claim.

This handbook lists the requirements for completion prior to sending your claim to OHA for payment processing, as well as helpful hints on how to avoid common billing errors.

The *Dental Claim Instructions* are designed to assist dentist and denturist offices. If in doubt of which claim format to use, contact Provider Services at 800-336-6016 for assistance, or refer to your provider guidelines.

Claims processing

The federal government requires OHA to process Medicaid claims through an automated claim processing system known as MMIS - the Medicaid Management Information System. This system is a combination of people and computers working together to process claims.

Paper claims submitted by mail go first to the DHS/OHA Office of Imaging and Record Management Services.

- The document is scanned through an Optical Character Recognition (OCR) machine and the claim is given an Internal Control Number (ICN).
- The scanned documents are then identified and sorted by form type and indexed by identifiers such as client name, prime identification number, the date of service, and provider number.
- Finally, the data is entered in the MMIS and images of the documents are stored on an Electronic Document Management System (EDMS).

The ICN is an intelligent unique identifier.

- The first two digits indicate the type of format of the claim (*e.g.*, '22' Web claim, '10' paper claim, '20' electronic).
- The next two are the year; '14' (2014).
- The next three are the Julian date; "031" (January 31).
- The remaining digits are details of the claims regarding how they are 'batched' within the MMIS.

Data from Web claims directly enter the MMIS if all information is entered correctly. Electronic data interchange (EDI, or electronic batch submission) claims are reviewed for compliance and translated from the HIPAA standard formats for MMIS processing.

Once the data enters the MMIS, staff can immediately access submitted claim information by checking certain MMIS screens.

The system performs daily edits for presence and validity of data as each claim is processed. Once a week, the system audits all claims to ensure that they conform to medical policy. Every weekend, a payment cycle runs, and the system produces checks for claims that successfully pass all edits and audits.

If MMIS cannot make a payment decision based on the information submitted or if policy determines manual review is needed, the claim is routed to OHA staff for specific manual, medical or administrative review. This type of claim is a *suspense (suspended) claim*.

OHA does not return denied claims to providers in this process. Instead, OHA sends a listing of all claims paid and/or denied to the provider (with payment if appropriate). The listing is called a Remittance Advice (RA). The RA comes in paper and electronic formats. The paper format will list suspended claims while the electronic does not.

If you aren't already receiving the electronic RA, contact EDI Support at 888-690-9888 for more information.

Before you bill OHA:

1. Verify that the client is eligible on the date of service for the services rendered. Claims for clients enrolled with an OHP dental care organization (DCO) or coordinated care organization (CCO) must be billed to the appropriate DCO/CCO.
2. Medicaid is always the payer of last resort. If the client has Medicare or third-party insurance, bill them first before billing Medicaid.

Dental Web claim instructions

When to submit a Web claim

In order to use the Provider Web Portal to submit claims, you must have received your Personal Identification Number (PIN) from OHA. If you do not know your PIN, contact Provider Services at 800-336-6016 for assistance.

Do not submit a Web claim when:

- You need to submit hard copy attachments (e.g., radiographs). If you submit a Web claim for a procedure that requires attached documentation, the claim will suspend, then deny for missing documentation. Always bill on paper for claims that require attachments.
- You need to bill for services more than a year after the date of service. Claims past timely filing limits must be sent on paper to Provider Services.

Before you submit a Web claim

The following list will help you to better understand what needs to be done prior to submitting a Web claim.

1. Verify that you are signed on and are acting on behalf of the correct provider. It is crucial to make sure you are logged on under the correct provider number because this is the provider OHA will pay.
2. You must complete and submit the claim in its entirety in order to save the data entered. Partially completed claims data cannot be saved.
3. The session will end after 20 minutes of inactivity. Any work or changes that have not been submitted will be lost.
4. The dental claim has seven screens (see box at right). In some screens you simply move from field to field while in others you must indicate you wish to “Add” information by clicking the “Add” button. Make sure you review all screens and enter all required and/or applicable data in each screen.

1. Dental Claim Header
2. Diagnosis
3. Third-Party Liability (TPL)
4. Detail
5. Surfaces
6. Hard Copy Attachments
7. Claims Status Information

How to submit a dental Web claim

Go to “Claims,” then click “Dental.” The following screen will appear:

Home Contact Us Directory Search Clients Account **Claims** Eligibility Trade Files Prior Authorization Providers POC Help
 home search **dental** institutional pharmacy professional roster billing

Dental Claim ? ↗

Billing Information	Service Information
ICN	Emergency <input type="text" value="No"/>
Provider ID 1891792313 NPI	Accident <input type="text"/>
Client ID* <input type="text"/> [Search]	POS* <input type="text"/> [Search]
Last Name	
First Name, MI	
Date of Birth	
Patient Account # <input type="text"/>	
Insurance Denied <input type="text"/>	
Rendering Physician <input type="text"/> [Search]	
Taxonomy <input type="text"/>	
Zip+4 <input type="text"/>	
Total Charges	
	Total Charges \$0.00
	TPL Amount \$0.00
	Plan Payment Amount
	Total Paid Amount \$0.00

Diagnosis

*** No rows found ***
 Select row above to update -or- click Add button below.

Sequence <input type="text"/>	Diagnosis <input type="text"/> [Search]
Present on Admission <input type="text"/>	Description
	ICD Version

TPL

*** No rows found ***
 Select row above to update.

Last Name <input type="text"/>	Plan Name <input type="text"/>
First Name, MI <input type="text"/>	Plan ID <input type="text"/> [Search]
Date of Birth <input type="text"/>	Adjustment Reason Code <input type="text"/> [Search]
Relationship <input type="text"/>	Adjustment Group Code <input type="text"/>
Policy Number <input type="text"/>	Adjustment Amount <input type="text"/>

Detail

Item	DOS	Procedure	Units	Tooth Number	Quadrant	Charges	Status	Allowed Amount
A	1		0			\$0.00		\$0.00

Type data below for new record.

Item 1	DOS* <input type="text"/>
Procedure* <input type="text"/> [Search]	Units* <input type="text" value="0"/>
Tooth Number <input type="text"/>	Charges* <input type="text" value="\$0.00"/>
Quadrant <input type="text"/> [Search]	Allowed Amount <input type="text" value="\$0.00"/>
Status <input type="text"/>	Adjustment Reason Code <input type="text"/> [Search]
Tpl Amount <input type="text" value="\$0.00"/>	Adjustment Amount <input type="text"/>
Plan Payment Amount <input type="text"/>	
Diagnosis Code Pointer <input type="text"/>	

Surfaces (Detail Item 1)

*** No rows found ***
 Select row above to update -or- click Add button below.

Surface <input type="text"/>

Hard-Copy Attachments

*** No rows found ***
 Select row above to update -or- click Add button below.

Control Number <input type="text"/>
Transmission <input type="text"/>
Report Type <input type="text"/>
Description <input type="text"/>

Claim Status Information

Claim Status Not Submitted yet

NOTICE: This information may be sensitive and/or private, thus subject to HIPAA privacy and security regulations. This information is not to be shared or distributed to persons without a right or business need to know.
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Step 1: Enter header information

From this screen you can enter most of the required information to submit a dental claim.

Dental claim field descriptions

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable.

Field	Description
ICN	Internal control number of the claim (populates after submission).
Provider ID	National Provider Identifier (NPI) or Medicaid Provider ID associated with this Provider Web Portal login (<i>read-only</i>).
Client ID*	Recipient identification number. Review the name fields under this field to make sure you have entered the correct ID number.
Last Name	Last name of the recipient. (This field will auto populate with the name associated with the client ID you entered.)
First Name, MI	First name and middle initial of the recipient. (This field will auto populate with the name associated with the client ID you entered.)
Date of Birth	The recipient's date of birth. (This field will auto populate with the DOB associated with the client ID you entered.)
Patient Account #	Identification for a client assigned by a provider. If a patient account number is provided in this field it will print on the RA.
Insurance Denied	Indicates if other insurance was paid or denied.
Rendering Physician	National Provider Identifier (NPI) of the rendering provider.
Taxonomy	Taxonomy Code linked to the rendering provider's NPI. <i>Optional</i> : Enter the taxonomy associated with the rendering provider's NPI.
Zip+4	The ZIP+4 code linked to the rendering provider's NPI. <i>Optional</i> : Enter the zip code associated with the rendering provider's NPI.
Emergency	Indicates whether the service was performed as a result of an emergency situation.
Accident	Indicates whether the service was performed as result of an accident.
POS*	2-digit Place of service code (POS) is used for the location where service was rendered.
Total Charges	Total dollar amount charged for the claim. Sum of all charges from the Detail screen (populates after submission).
TPL Amount	Dollar amount paid by third-party liability for the entire claim.
Plan Payment Amount	Dollar amount paid by recipient's OHP DCO/CCO. Displays for DCO/CCO submissions only.
Total Paid Amount	This is the total amount paid (populates after submission).

Step 2: Enter diagnosis information (OPTIONAL)

This section is not required to complete a dental claim. Click “add” to add a diagnosis. You may enter up to eight (8) diagnosis codes. Do not use decimals when entering diagnosis codes.

Field descriptions

Field	Description
Sequence	The sequence of the diagnosis (1 for primary, 2 for secondary, etc.). Used for the Diagnosis Code Pointer on the Claim-Detail screen.
Diagnosis	Code indicates the diagnosis. Use the “search” hyperlink next to this field to look up the diagnosis.
Present on Admission	This field does not apply to dental claims.
Description	Description of the diagnosis entered (<i>populates after a diagnosis is entered</i>).
ICD Version	For ICD-9 diagnosis codes, this field will show a “9.” For ICD-10 diagnosis codes, this field will show a “10.” <i>Read-only</i>

Step 3: Enter third-party resource information

If applicable, TPL must be entered on the claim each time. Click “Add” to enter a TPL line for each payer. Do not enter client liability (e.g., copayments) on the claim.

Field descriptions

Field	Description
Last Name	The TPL insured’s last name.
First Name	The TPL insured’s first name.
MI	The TPL insured’s middle initial
Date of Birth	The TPL insured’s date of birth.
Relationship	The TPL insured’s relationship.
Policy Number	The TPL insured’s policy number.
Plan Name	The TPL insured’s plan name.
Plan ID*	The TPL insured’s plan ID. Use the “Search” link to find the company’s plan ID.
Adjustment Reason Code*	HIPAA Adjustment Reason Code (ARC) identifying how TPL processed the claim. Use the “Search” link to find the most appropriate ARC.
Adjustment Group Code	This code identifies the general category of a payment adjustment.
Adjustment Amount	Monetary amount of the adjustment.

To add a TPL

Step	Action	Response
1	Click the Add button.	TPL fields are activated for data entry.
2	Enter the Adjustment Reason Code.	The TPL data displays as a line item.
3	Enter the Plan ID.	

To delete a TPL

Step	Action	Response
1	Click on the TPL line item to be deleted.	Data populates fields in the TPL screen.
2	Click the Delete button. Note: The delete button deletes selected data on the current screen. It does not delete the claim.	Dialog displays to confirm deletion.
3	Click OK.	

To update a TPL

Step	Action	Response
1	Click on the TPL line item to be updated.	Data populates fields in the TPL screen.
2	Type updated data in the TPL fields.	TPL information displays.

Step 4: Enter claim detail lines

This screen allows you to enter up to fifty (50) detail lines. Enter the first detail line on the detail screen. If you need to enter more detail lines, click the “Add” button for each additional line.

Field descriptions

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable.

Field	Description
Item	The number of the detail line.
Procedure*	ADA procedure code which identifies each individual service that was provided. ADA procedure codes start with a “D.” Click on the “Search” link next to this field to search for ADA codes by code or description.
Tooth Number	Tooth number or letter that identifies the tooth for which services were performed. See Appendix for charts.

Field	Description
Quadrant	The quadrant of the mouth that the procedure was performed on and the claim is related to. <ul style="list-style-type: none"> Quadrant is not required if tooth number is entered. Use the “Search” link next to this field to search for quadrant code by code or description.
Status	Status of the detail line (populates after submission). <i>Read-only</i>
TPL Amount	Amount paid by all TPL for the detail line.
Plan Payment Amount	Dollar amount paid by recipient’s OHP DCO/CCO for the detail line. Displays for DCO/CCO submissions only.
Diagnosis Code Pointer	If you entered diagnosis codes on the Diagnosis screen, enter up to four (4) Diagnosis sequences that apply to this detail line in priority order.
DOS*	Date services were rendered.
Units*	Number of units billed for the service.
Charges*	Total dollar amount charged for the services.
Allowed Amount	Amount approved to pay for services provided to a client (populates after submission). <i>Read-only</i>
Adjustment Reason Code	Enter ARC to describe why the TPL did not make payment for the service. ARC codes are used in place of the unique 2-digit TPR code on paper claims. A complete list of ARC codes can be found at www.wpc-edi.com . When selecting an ARC code for one or more multiple payers, select the code that is the most appropriate.
Adjustment Amount	Monetary amount of the adjustment.

To add a detail line item

Step	Action	Response
1	Click the Add button.	Detail screen activates fields for data entry.
2	Enter data in the required fields (Procedure, DOS, Units, and Charges).	
3	Enter data in the remaining fields that are applicable or click the most appropriate data from the drop-down lists (Tooth Number, Quadrant, TPL Amount, Diagnosis Code Pointer, Adjustment Reason Code and Adjustment Amount).	

To delete a detail line item

Step	Action	Response
1	Click on the line item to be deleted.	Data populates fields in the Detail screen.
2	Click the Delete button. Note: The delete button deletes selected data on the current screen. It does not delete the claim.	Dialog displays to confirm deletion.
3	Click OK.	

To update a detail line item

Step	Action	Response
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Step	Action	Response
1	Click on the line item to be updated.	Data populates detail fields in the Detail screen.
2	Enter updated data in the Procedure, DOS, Units, and Charges fields.	
3	Enter updated data in the remaining fields that are applicable or click the most appropriate data from the drop-down lists (Tooth Number, Quadrant, TPL Amount, Diagnosis Code Pointer, Adjustment Reason Code and Adjustment Amount).	

Step 5: Enter tooth surface information

This screen displays tooth surfaces for the specified detail line item. You can use the drop-down list to pick the most appropriate surface if the procedure involved a specific tooth surface.

Tooth surfaces field descriptions

Field	Description
Surface	Code that identifies the tooth surface of a particular tooth on which a service was performed (i.e., Buccal, Distal, Facial, Incisal, Lingual, Mesial, Occlusal).

To add a tooth surface

Step	Action	Response
1	Click the Add button.	Surface field is activated for data entry.
2	From the drop-down list, click the most appropriate surface description.	Surface description displays.

To delete a tooth surface

Step	Action	Response
1	Click on the line item to be deleted.	Data populates fields in the surface screen.
2	Click the Delete button. Note: The delete button deletes selected data on the current screen. It does not delete the claim.	Dialog displays to confirm deletion.
3	Click OK.	

To update a tooth surface

Step	Action	Response
1	Click on the line item to be updated.	Data populates detail fields in the surface screen.
2	Enter updated surface data.	Surface description will display.

Step 6: Enter hard copy attachment information (not used for Web claims)

If you need to send hard copy attachments (*e.g.*, radiographs) for a claim, **submit the claim on paper with the attached documentation.** See Appendix for paper claim instructions.

- This screen is optional and allows you to enter information about hard copy attachments that you may need to submit to OHA.
- However, if you submit a Web claim and send in hard copy attachments after it, your claim may suspend for review, then deny due to missing documentation. This is because the Web claim processes faster than the time it takes for OHA to receive and process a hard copy attachment sent by mail or fax.

Hard-Copy Attachments

*** No rows found ***

Select row above to update -or- click Add button below.

Control Number	<input type="text"/>
Transmission	<input type="text"/>
Report Type	<input type="text"/>
Description	<input type="text"/>

Field descriptions

Field	Description
Control Number	Attachment/Paperwork Identifier selected by the user to identify a document that they intend to send in. This identifier is not used by the system. Attachments are associated to a claim through the EDMS coversheet by the claim ICN.
Transmission	Code defining timing, transmission method or format of attachment/paperwork.
Report Type	Code describing the type of attachment /paperwork.
Description	Additional notes about the attachment /paperwork.

Step 7: Submit claim and review claim status information

Click the “Submit” button to submit the claim.

Before you click “Submit,” the Claim Status Information screen displays as follows:

Claim Status Information	
Claim Status	Not Submitted yet

After you click “Submit,” claim adjudication is real time so you can immediately view the status of the claim. The Claim Status Information screen displays information regarding the claim status after the claim has been adjudicated. For example, the claim status may show that the claim has been 1) paid, 2) denied, or 3) suspended. This screen also displays explanation of benefits (EOB) information, if applicable.

The “Cover Sheet for Supporting Documentation” allows you to fill out and print the EDMS Coversheet, attach it to the top of your supporting documentation and mail or fax it in.

Claim Status Information		
Claim Status	PAID	
Claim ICN	2207236100010	
Paid Date	08/24/2007	
Allowed Amount	\$3,244.00	
Coversheet for supporting documentation		
EOB Information		
Detail Number	Code	Description
0	0076	CLAIM PAST FILING TIME LIMIT. SEE GENERAL RULE 410-120-1300 FOR INSTRUCTIONS.
0	9932	PRICING ADJUSTMENT - DRG PRICING APPLIED
<input type="button" value="cancel"/> <input type="button" value="adjust"/> <input type="button" value="void"/> <input type="button" value="copy claim"/>		

Field descriptions

Field	Description
Claim Status	The description of the status of the claim.
Claim ICN	Internal control number that uniquely identifies a claim.
Paid Date	The date that the claim was paid. Until claims process during the weekend cycle, this field will read “0.”
Allowed Amount	The dollar amount allowed for the claim. Note: this is not always the paid amount. See Total Paid Amount field in Dental Claim (header) section.
Coversheet for supporting documentation	Link to EDMS Coversheet (required when submitting claim attachments).
Detail Number	The claim detail on which the EOB posted.
Code	The Explanation of Benefit code.
Description	The description of the EOB code.

Paid claim

Paid claims will have a claim status of “PAID.” The Claim ICN, paid date, allowed amount, and EOB information is displayed on all paid claims.

On paid claims, the “adjust,” “void,” and “copy claim” buttons at the bottom of the claim will activate. See the *Web Claim Adjustment Handbook* for more information about the adjust and void features.

Claim Status Information	
Claim Status	PAID
Claim ICN	2007251522113
Paid Date	03/02/2007
Allowed Amount	\$500.00

[Coversheet for supporting documentation](#)

[cancel](#) [adjust](#) [void](#) [copy claim](#)

Denied claim

A denied claim will have a claim status of “DENIED.” The resubmit button at the bottom of the claim will activate. It allows you to update or correct the denied claim and resubmit it as an original, new claim, without having to complete the entire claim over again.

Claim Status Information	
Claim Status	DENIED
Claim ICN	2307205600001
Denied Date	07/24/2007
Allowed Amount	\$0.00

EOB Information		
Detail Number	Code	Description
0	468	NAME ON CLAIM MUST MATCH DHS IDENTIFICATION
0	9111	INTERNAL PROCESSING ERROR - CONTACT SE MANAGER
0	8001	PROVIDER REQUESTED ADDITIONAL PAYMENT DUE TO CHANGE IN OTHER.

[re-submit](#) [cancel](#)

Suspended claim

Suspended claims can ONLY be viewed. No actions may be performed on suspended claims until the claim has been adjudicated (paid or denied) by an OHA Adjustment Analyst.

Claim Status Information	
Claim Status	SUSPENDED
Claim ICN	2006234600322
Allowed Amount	\$0.00

EOB Information		
Detail Number	Code	Description
1	4014	NO PRICING SEGMENT IS ON FILE.

How to resubmit a denied claim

After a claim has denied, two (2) buttons will be displayed at the bottom of the screen: 1) Re-submit and 2) Cancel.



To resubmit a denied claim

Step	Action	Response
1	Enter/edit data in all required and/or applicable fields. <ul style="list-style-type: none">• Dental Claim Header• Diagnosis (OPTIONAL)• Third-Party Liability (TPL)• Detail• Surfaces• Hard Copy Attachments	
2	Click the resubmit button.	New claim status information displays with new ICN, status, and EOB Information.

How to copy a paid claim

The copy button at the bottom of paid claims allows you to copy or make an exact duplicate of an existing claim to a new screen. Once copied, you can update the claims data and submit the copied claim as a new claim.

This feature saves time because you do not have to enter all new data but you must make sure to update all relevant data. Once the claim is submitted, a new ICN will be generated.

Step	Action	Response
1	Click the copy button.	Claim status changes to Not Submitted Yet, but all claim fields are copied as a new claim. Data fields are activated.
2	Update all required and/or applicable fields. <ul style="list-style-type: none">• Dental Claim Header• Diagnosis (OPTIONAL)• TPL• Detail• Surfaces• Hard Copy Attachments	
3	Click the submit button.	The claim ICN, status, and/or error code is returned.

Appendix

Provider Web Portal resources

Go to the Provider Web Portal page at www.oregon.gov/OHA/healthplan/pages/webportal.aspx.

Quick reference: How to submit a dental claim

Step	Action	Response
1	Go to the Claims menu.	The Claims menu options display.
2	Click Dental.	The Dental claim displays.
3	Enter data in all required and/or applicable fields. <ul style="list-style-type: none">• Dental Claim Header• Diagnosis (OPTIONAL)• TPL• Detail• Surfaces• Hard Copy Attachments	
4	Click the submit button.	The claim ICN, status, and/or error code is returned.

Dental claim example (completed)

Below is an example of a completed dental claim that was submitted and paid.

Home Contact Us Directory Search Clients Account **Claims** Eligibility Trade Files Prior Authorization Providers POC Help

home search dental institutional pharmacy professional roster billing

Dental Claim

Billing Information

ICN 2214021000007
 Provider ID 1891792313 NPI
 Client ID* HN40083I [Search]
 Last Name REBAR
 First Name, MI STEEL I
 Date of Birth 12/15/1985
 Patient Account # [Search]
 Insurance Denied [Select]
 Rendering Physician 1891792313 [Search]
 Taxonomy [Search]
 Zip+4 [Search]

Service Information

Emergency No [Select]
 Accident [Select]
 POS* 11 [Search]

Total Charges

Total Charges \$150.00
 TPL Amount \$0.00
 Plan Payment Amount [Search]
 Total Paid Amount \$0.00

Diagnosis

Sequence	Diagnosis	Description	ICD Version	Present on Admission
1	52181	Cracked tooth	9	

Type changes below.

Sequence 1 Diagnosis* 52181 [Search]
 Present on Admission [Select] Description Cracked tooth
 ICD Version 9

delete add

TPL

Last Name	First Name	MI	Date of Birth	Relationship	Plan Name	Policy Number
			12/15/1985			

Select row above to update.

Last Name [Search] Plan Name [Search]
 First Name, MI [Search] Plan ID* q940 [Search]
 Date of Birth 12/15/1985 Adjustment Reason Code 96 [Search]
 Relationship [Select] Adjustment Group Code CO [Select]
 Policy Number [Search] Adjustment Amount \$0.00

delete add

Detail

Item	DOS	Procedure	Units	Tooth Number	Quadrant	Charges	Status	Allowed Amount
1	10/12/2013	D0120	1.00	13		\$150.00	DENIED	\$0.00

Type changes below.

Item 1 DOS* 10/12/2013
 Procedure* D0120 [Search] Units* 1.00
 Tooth Number 13 Charges* \$150.00
 Quadrant [Search] Allowed Amount \$0.00
 Status DENIED Adjustment Reason Code [Search]
 Tpl Amount \$0.00
 Plan Payment Amount [Search]
 Adjustment Amount \$0.00
 Diagnosis Code Pointer 1 [Select] [Select] [Select] [Select]

delete add

Surfaces (Detail Item 1)

*** No rows found ***

Select row above to update -or- click Add button below.

Surface [Select]

delete add

Hard-Copy Attachments

*** No rows found ***

Select row above to update -or- click Add button below.

Control Number [Search]
 Transmission [Select]
 Report Type [Select]
 Description [Search]

delete add

Claim Status Information

Claim Status DENIED
 Claim ICN 2214021000007
 Denied Date 01/21/2014
 Allowed Amount \$0.00

Coversheet for supporting documentation

HIPAA Adjustment Reasons

Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	170	Payment is denied when performed/billed by this type of provider.
1	170	Payment is denied when performed/billed by this type of provider.
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).

re-submit cancel

Paper billing instructions

You only need to bill on paper when you need to submit hardcopy attachments, bill for claims over a year old, or as instructed by OHA for special handling.

Valid claim formats

OHA only accepts the ADA 2012 claim form. If you submit claims on forms other than the 2012 claim form, we will return the claims to you so that you can resubmit them on the accepted claim form.

OHA does not supply ADA claim forms. To order ADA forms, you can contact any major business forms supplier (look up “Business Forms” in the Yellow Pages). You can also order the forms from the American Dental Association at www.adacatalog.org or by calling 800-947-4746.

OHA processes hardcopy claims using Optical Character Recognition (OCR) scanning. Make sure your claim forms meet OCR specifications. If your forms are not to scale, or if the fields on your form are not correctly aligned, OHA will have problems processing your forms. OHA will have to manually enter your claim, which may delay processing of the claim.

ADA 2012 Claim Form

Shaded boxes are fields OHA uses to process your claim; your claim may suspend or deny if information in this box is missing or incomplete.

ADA American Dental Association® Dental Claim Form

HEADER INFORMATION									
1. Type of Transaction (Mark all applicable boxes) <input type="checkbox"/> Statement of Actual Services <input type="checkbox"/> Request for Predetermination/Prefauthorization <input type="checkbox"/> EPSOT / Title XIX									
2. Predetermination/Prefauthorization Number					POLICYHOLDER/SUBSCRIBER INFORMATION (For Insurance Company Named in #3)				
INSURANCE COMPANY/DENTAL BENEFIT PLAN INFORMATION									
3. Company/Plan Name, Address, City, State, Zip Code									
4. Dental? <input type="checkbox"/> Medical? <input type="checkbox"/> (If both, complete 5-11 for dental only.)					13. Date of Birth (MM/DD/CCYY)		14. Gender <input type="checkbox"/> M <input type="checkbox"/> F		15. Policyholder/Subscriber ID (SSN or ID#)
5. Name of Policyholder/Subscriber in #4 (Last, First, Middle Initial, Suffix)									
6. Plan/Group Number					17. Employer Name				
OTHER COVERAGE (Mark applicable box and complete items 5-11, if none, leave blank.)									
8. Date of Birth (MM/DD/CCYY)					7. Gender <input type="checkbox"/> M <input type="checkbox"/> F		8. Policyholder/Subscriber ID (SSN or ID#)		
9. Plan/Group Number					10. Patient's Relationship to Person named in #5 <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Dependent <input type="checkbox"/> Other				
11. Other Insurance Company/Dental Benefit Plan Name, Address, City, State, Zip Code									
18. Relationship to Policyholder/Subscriber in #12 Above <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Dependent Child <input type="checkbox"/> Other					19. Reserved For Future Use				
20. Name (Last, First, Middle Initial, Suffix), Address, City, State, Zip Code									
21. Date of Birth (MM/DD/CCYY)					22. Gender <input type="checkbox"/> M <input type="checkbox"/> F		23. Patient ID/Account # (Assigned by Dentist)		
RECORD OF SERVICES PROVIDED									
24	25	26	27	28	29	29a	29b	30	31
Procedure Date (MM/DD/CCYY)	Area of Oral Cavity	Tooth System	Tooth Number(s) or Letter(s)	Tooth Surface	Procedure Code	Diag. Pointer	ICD-9-CM	Description	Fee
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
33. Missing Teeth Information (Place an "X" on each missing tooth)					34. Diagnose Code List Qualifier (ICD-9 = B, ICD-10 = AB)			31a. Other Fee(s)	
1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
32. 31					34a. Diagnosis Code(s) (Primary diagnosis in "A")			32. Total Fee	
32					A			32	
35. Remarks:					B				
AUTHORIZATIONS					ANCILLARY CLAIM/TREATMENT INFORMATION				
36. I have been informed of the treatment plan and associated fees. I agree to be responsible for all charges for dental services and materials not paid by my dental benefit plan, unless prohibited by law, or the treating dentist or dental practice has a contractual agreement with my plan prohibiting all or a portion of such charges. To the extent permitted by law, I consent to your use and disclosure of my protected health information to carry out payment activities in connection with this claim.					35. Place of Treatment (e.g. 11-office; 22-DIP Hospital) (Use "Place of Service Codes for Professional Claims")			38. Enclosures (Y or N)	
X Patient/Guardian Signature _____ Date _____					40. Is Treatment for Orthodontics? <input type="checkbox"/> No (Skip 41-42) <input type="checkbox"/> Yes (Complete 41-42)			41. Date Appliance Placed (MM/DD/CCYY)	
37. I hereby authorize and direct payment of the dental benefits otherwise payable to me, directly to the below named dentist or dental entity.					42. Months of Treatment Remaining <input type="checkbox"/> No <input type="checkbox"/> Yes (Complete 44)			43. Replacement of Prosthesis <input type="checkbox"/> No <input type="checkbox"/> Yes (Complete 44)	
X Subscriber Signature _____ Date _____					45. Treatment Resulting from <input type="checkbox"/> Occupational Illness/Injury <input type="checkbox"/> Auto accident <input type="checkbox"/> Other accident			44. Date of Prior Placement (MM/DD/CCYY)	
BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.)					46. Date of Accident (MM/DD/CCYY)			47. Auto Accident State	
48. Name, Address, City, State, Zip Code					TREATING DENTIST AND TREATMENT LOCATION INFORMATION				
49					53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed.				
50. License Number					X Signed (Treating Dentist) _____ Date _____				
51. SSN or TIN					54. NPI			55. License Number	
52. Phone Number () -					55. Address, City, State, Zip Code			56a. Provider Specialty Code	
52a. Additional Provider ID					57. Phone Number () -			56. Additional Provider ID	

Box	Field	Description
35	Remarks	If the client has other medical coverage, enter the amount paid by the Third Party Liability (TPL). If other insurance denied payment, attach the TPL's Explanation of Benefit (EOB) as proof.
48	Billing Provider Name	Enter the name of the billing provider. Enter last name and first name.
49	Billing Provider NPI	Enter your ten (10)-digit National Provider Identifier (NPI).
52A	Billing Provider ID	Enter your six (6)- or nine (9)-digit Oregon Medicaid billing or performing provider number. Do not enter your license number or Tax ID number (TIN). OHA will pay this provider. If you have both a treating Oregon Medicaid provider number and a billing Oregon Medicaid provider number, enter the treating provider number in Box 58.
54	Treating Provider NPI	List the ten (10)-digit NPI of the treating provider.
58	Treating Provider ID	List the six (6)- or nine (9)-digit Oregon Medicaid "performing" provider number. When clinics or group practices bill OHA using their specific billing provider number in Box 52A, they must complete this field to indicate who performed the service being billed.

Helpful Tips

Additional information is available on the OHP website at www.oregon.gov/OHA/healthplan. Click on "Tools for Providers," then "Billing Tips."

READ your provider guidelines! Pay special attention to the billing instructions. Be sure you have the most current rulebook and supplemental information that are in effect for the date of service you are billing for.

- Provider guidelines are available on the OHP website. Click on "Tools for Providers," then "Policies, rules and guidelines." Click "Provider guidelines" for a list of current guideline pages.
- If you do not have internet access, you may contact OHA'S Health Systems Division at 800-527-5772 and ask to have provider guidelines mailed to you.

VERIFY client eligibility on the date the service is being provided. Verify with one of the services listed at www.oregon.gov/OHA/healthplan/pages/tools_prov/electronverify.aspx.

- Automated Voice Response (AVR): Call 866-692-3864;
- Provider Web Portal: Go to <https://www.or-medicaid.gov>;
- 270/271 EDI transaction: Available to approved Electronic Data Interchange (EDI) providers. Go to <http://www.oregon.gov/oha/healthplan/Pages/edi.aspx> for more EDI information.

The client name and number on the dental claim needs to match the Oregon Health ID. The Client ID number is always eight characters. The General Rules supplemental information book shows an example of an Oregon Health ID.

BEFORE billing OHA...

- MAKE SURE that you billed prior resources first; OHA is the payer of last resort.
- USE only one prior authorization number per claim.

ALWAYS ENTER the Oregon Medicaid 6- or 9-digit provider number you want OHA to send payment to in the "Billing Provider ID" field. It is crucial that you list this information. An invalid or missing

provider number could delay your payment, make payment to a wrong provider or deny your payment.

- If the performing provider is different from the billing provider, enter the performing provider number in Box 58 (the “Rendering Physician” field of the Web claim header).
- A “performing” provider is the individual who provided the service; a “billing” provider bills on behalf of the performing provider.

CHECK your paper claim form for legibility so that we can clearly read it. Avoid tiny print, print that overlaps onto a line, entering more than 10 lines per claim, and poorly handwritten claim forms. Complete only the required boxes.

EACH ADA claim form is a complete billing document. If there is not enough space available on the form to bill all procedures provided on the same date of service, use the Provider Web Portal to submit your claim. **DO NOT** carry over totals from one claim to the other.

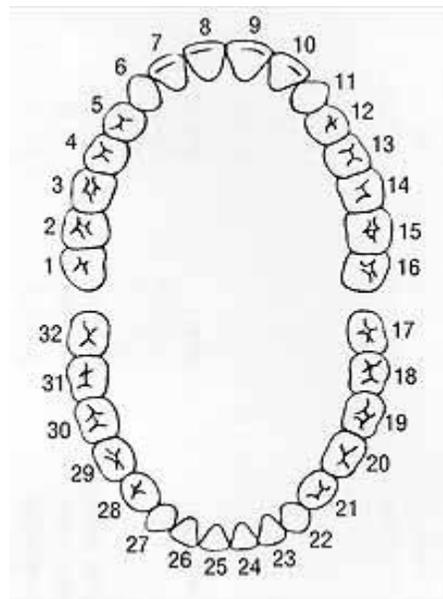
READ the explanation of benefit (EOB) codes on your Remittance Advice. They will tell you what the error is, and if you should re-bill or adjust the claim.

CONTACT Provider Services at 800-336-6016 for additional assistance in completing a dental claim.

Permanent Teeth Numbering and Mounting Chart (1-32)

When you look at the tooth chart, you are looking into a person's mouth with the jaws open. You're facing the person, so their upper right jaw will be on the left of this image

1. 3rd Molar (wisdom tooth)
2. 2nd Molar (12-year molar)
3. 1st Molar (6-year molar)
4. 2nd Bicuspid (2nd premolar)
5. 1st Bicuspid (1st premolar)
6. Cuspid (canine/eye tooth)
7. Lateral incisor
8. Central incisor
9. Central incisor
10. Lateral incisor
11. Cuspid (canine/eye tooth)
12. 1st Bicuspid (1st premolar)
13. 2nd Bicuspid (2nd premolar)
14. 1st Molar (6-year molar)
15. 2nd Molar (12-year molar)
16. 3rd Molar (wisdom tooth)
17. 3rd Molar (wisdom tooth)
18. 2nd Molar (12-year molar)
19. 1st Molar (6-year molar)
20. 2nd Bicuspid (2nd premolar)
21. 1st Bicuspid (1st premolar)
22. Cuspid (canine/eye tooth)
23. Lateral incisor
24. Central incisor
25. Central incisor

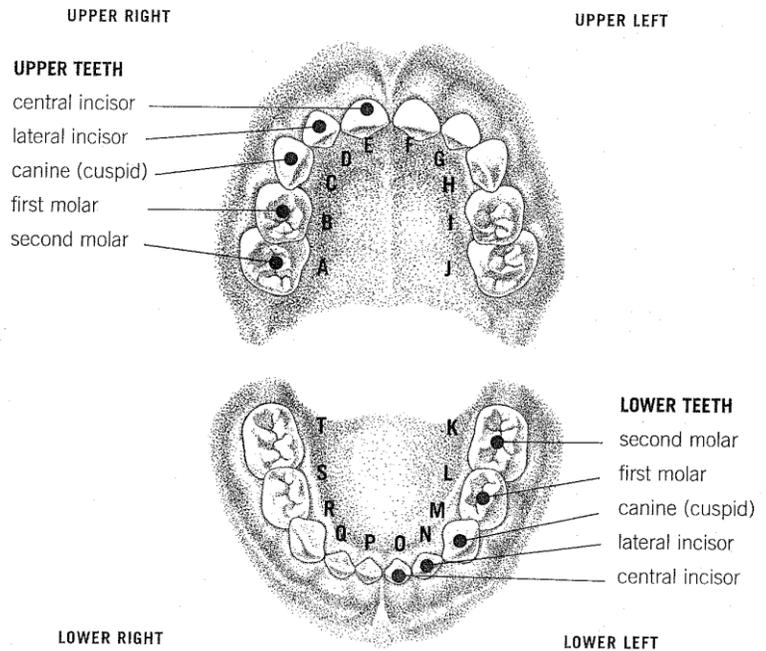


26. Lateral incisor
27. Cuspid (canine/eye tooth)
28. 1st Bicuspid (1st premolar)
29. 2nd Bicuspid (2nd premolar)
30. 1st Molar (6-year molar)
31. 2nd Molar (12-year molar)
32. 3rd Molar (wisdom tooth)

Primary or Deciduous Teeth Chart (A-T)

When you look at the tooth chart, you are looking into a person's mouth with the jaws open. You're facing the person, so their upper right jaw will be on the left of this image.

- (A) Upper right second primary molar
- (B) Upper right first primary molar
- (C) Upper right primary canine - Cuspid
- (D) Upper right lateral incisor
- (E) Upper right central incisor
- (F) Upper left central incisor
- (G) Upper left lateral incisor
- (H) Upper left primary canine - Cuspid
- (I) Upper left first primary molar
- (J) Upper left second primary molar
- (K) Lower left second primary molar
- (L) Lower left first primary molar
- (M) Lower left primary canine - Cuspid
- (N) Lower left lateral incisor
- (O) Lower left central incisor
- (P) Lower right central incisor
- (Q) Lower right lateral incisor
- (R) Lower right primary canine -Cuspid
- (S) Lower right first primary molar
- (T) Lower right second primary molar



Supernumerary Teeth, Primary Dentition

Supernumerary teeth in the primary dentition are identified by the placement of the letter “S” following the letter identifying the adjacent primary tooth. Enumeration of primary dentition is illustrated on the following chart.

Upper Arch

Tooth#	A	B	C	D	E	F	G	H	I	J
“Super”#	AS	BS	CS	DS	ES	FS	GS	HS	IS	JS

Lower Arch

Tooth#	T	S	R	Q	P	O	N	M	L	K
“Super”#	TS	SS	RS	QS	PS	OS	NS	MS	LS	KS

Supernumerary Teeth, Permanent Dentition

Supernumerary teeth in the permanent dentition are identified in the ADA’s Universal/National Tooth Designation System (“JP”) by the numbers 51 through 82, beginning with the area of the upper right third molar, following around the upper arch and continuing on the lower arch to the area of the lower right third molar. Enumeration of permanent dentition is illustrated on the following chart.

Upper Arch

(commencing in the upper right quadrant and rotating counterclockwise)

Tooth#	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
“Super”#	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66

Lower Arch

Tooth#	32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17
“Super”#	82	81	80	79	78	77	76	75	74	73	72	71	70	69	68	67

Quadrant - Area of Oral Cavity Chart

If appropriate, use one of the following codes for each line item.

00	Entire Oral Cavity
01	Maxillary Area
02	Mandibular Area
10	Upper Right Quadrant
20	Upper Left Quadrant
30	Lower Left Quadrant
40	Lower Right Quadrant