



Clean Claims Submission for Faster Processing

Follow these guidelines to help decrease claims that are denied, rejected, and denied for information (DFI) and ensure that your claims can be processed more quickly and efficiently.

Important Things to Keep in Mind:

- Our system is very specific regarding how it processes claims; the information that is entered on claims forms must match exactly how it's saved in our system. For example, the practice location Taxpayer Identification Number (TIN) must match exactly how it was submitted at the time of credentialing.
- If you're not sure what some of this information is, you can download your Facility Report from the secure provider portal by clicking on the drop-down in the top right corner of the portal. Click on **My Profile, View Facility Report**.

Step-by-Step Resubmission of Denied, Rejected, or DFI Claims:

- If your claim was rejected, a new claim will need to be submitted. You will receive a Submission Rejection **in the mail** stating the reasons why the claim was rejected. The new claim can be submitted in the same format the original was, but it will need to be corrected so that it is accepted/not rejected again.
- For denied claims:
 - A claim that is denied for information (DFI) will receive a Request for Information document (you can also view it on the portal). Look at the codes at the bottom to determine why your claim was denied for information and simply mail the DFI form back with the corrected information filled in and/or supporting documentation attached (if applicable) or submit a new claim with the corrected information to: Delta Dental of Colorado, PO Box 173803, Denver, CO 80217-3803.
 - A denied claim will have an EOB accompanying it (also available on the portal) that contains codes to let you know why it was denied. Simply submit a new claim with all the issues noted on the EOB corrected on the new claim. If you don't correct all the information noted in the codes on the EOB, the claim may be denied again.

Tips for Avoiding Denied, Rejected, and DFI Claims:

- Complete all the necessary fields in the claim form and make sure to include the necessary attachments. Please reference the clean claims checklist found in the system resource library at <https://www.deltadentalco.com/resourcelibrary.html>.
- Make sure and submit the correct ID number and name for the member.
 - The member will need to contact customer service if they don't have a Social Security Number (SSN) listed and/or if they don't know their Delta Dental-assigned ID (08000 number).
 - Use the member's legal name rather than the name they go by (e.g., Robert instead of Bob).
- Be sure and complete the information on the claim form under the BILLING DENTIST OR DENTAL ENTITY and TREATING DENTIST AND TREATMENT LOCATION INFORMATION in the same way provider credentialing and NPF were originally submitted to DDCO.
 - If you're not sure what that is, you can download your Facility Report from the secure provider portal by clicking on the drop-down on the top right corner of the portal. Click on My Profile, View my profile.

BILLING DENTIST OR DENTAL ENTITY (Leave blank if dentist or dental entity is not submitting claim on behalf of the patient or insured/subscriber.)			TREATING DENTIST AND TREATMENT LOCATION INFORMATION	
48. Name, Address, City, State, Zip Code			53. I hereby certify that the procedures as indicated by date are in progress (for procedures that require multiple visits) or have been completed. X _____ Date _____ Signed (Treating Dentist)	
49. NPI	50. License Number	51. SSN or TIN	54. NPI	55. License Number
			56. Address, City, State, Zip Code	56a. Provider Specialty Code
52. Phone Number	52a. Additional Provider ID		57. Phone Number	58. Additional Provider ID

- In addition, please consider the following:
 - Box 54 should be the NPI for the doctor, not the facility that they work at.
 - The addresses that are filled in boxes for 48 and 56 match their NPF record and/or how they were submitted to us upon credentialing.
 - If an office is not sure of their NPI, they can go to the NPPES NPI registry at <https://npiregistry.cms.hhs.gov/> to verify their NPI.