



DENTAL CLAIMS SUCCESSFUL SUBMISSION TIPS

Follow these tips to help ensure your claims are accepted electronically

- **ENROLLMENT** – Some insurance companies require enrollment forms to be completed before claims can be submitted electronically. If you do not have approval, these claims will be printed and mailed. Please refer to our "ENROLLMENT FORM REQUEST" form for these applicable companies.
- **NPI NUMBER** – NPI number is required by most payors in order for your claims to be submitted electronically. Without an NPI number your claims will be printed and mailed. If you receive an NPI Information Request form please complete and return it as directed.
- **PATIENT AND SUBSCRIBER INFORMATION** – Patient and subscriber date of birth, along with subscriber ID are required for the claim to be submitted electronically. The correct relationship code (self, spouse, child) also must be indicated on the claim. Please make sure to verify and validate patient and subscriber information, including all address and subscriber ID fields to ensure that the correct information is on the claim form.
- **COORDINATION OF BENEFITS** - If the claim is marked as a coordination of benefits, complete all subscriber information for the secondary subscriber.
- **DOCTORS LICENSE NUMBERS** – HIPAA requires license numbers to be indicated on the claim form. A claim cannot be submitted electronically without the license number on the claim form.
- **\$0 FEES** – Claims that are submitted with 0 dollar fees cannot be submitted electronically. Any claim that contains a \$0 fee must be printed and mailed.
- **HISTORY** – The History section will show all claims that have been submitted immediately after submission. Payors are constantly sending status updates on claims. Frequent checking of claim status in History is recommended to monitor your claim processes effectively.
- **UPDATES TO YOUR COMPUTER/CLAIM FORM** - If your office makes any updates to your computer, practice management software or claim form please make sure to contact our technical support staff prior to or immediately following the update so that we can ensure that the changes haven't effected how your claims are reading and processing on our side.

Please feel free to give us a call if you have any questions.

RSS Support Staff
(866)712-9584