



October 1, 2009

Dear Provider(s),

Doral would like to thank you for your continued dedication to serving the members in your community. At Doral, we strive to create efficiencies and streamline processes in an effort to ensure you receive timely and accurate payment. In doing so we would like to provide you with a few important changes being implemented to modify and streamline our payment process.

Effective November 1, 2009 – Change to Authorization Determination Payment


Previously we accepted approved authorization determination letters in lieu of a claim form to issue reimbursement. Doral will no longer process authorization determination letters in lieu of a claim form. To receive payment, please be sure to submit your claim on a 2006 or newer ADA Claim Form or electronically via Doral's Provider Web Portal at www.doralusa.com.

Effective November 1, 2009 – Paper Claim Changes

- Paper claim and authorization submissions will need to be submitted on a **2006 or newer ADA Claim Form**, which may be found at www.ada.org. This change will allow Doral to reduce the amount of time to process paper claim and authorization submissions to all for faster payment to your office. After November 1, 2009, all claim or authorization submissions not utilizing the 2006 or newer ADA Claim Form will be returned.
- When submitting your claim or authorization on the 2006 or newer ADA Claim Form we ask that you **do not write or type in the top right portion of the claim form**. This space is needed for office use. Writing or typing in this space may result in delays in processing your claim.
- To ensure your claim is not returned to you for reprocessing, please be sure to place the appropriate **NPI number in box 54** on the 2006 or newer ADA form. A NPI number hand written outside of this area is not captured by our payment process and will result in the claim being returned to you for correction and resubmission.

Signature Reminder

All date of service claims submitted to Doral for processing must include the treating dentist signature in box # 53 of the 2006 ADA Claim Form. (See diagram below)



TREATING DENTIST AND TREATMENT LOCATION INFORMATION	
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 _____ Signed (Treating Dentist) Date	
54. NPI	55. License Number
56. Address, City, State, Zip Code	56A. Provider Specialty Code
57. Phone Number () -	58. Additional Provider ID

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or go online at www.adacatalog.org

Acceptable signatures for this section include: "Signature on file", electronic name and typed names. Any claims received without this information will be returned to the provider office.

Simple Tips to Avoid Delay in Handling Your Payment Requests

- Use standard white stock – colored paper submissions delay processing
- Limit the number of staples – Consider using paperclips to attach x-rays to forms. This simply assists us in processing your requests more efficiently. Please ensure the patient's name is written on the x-ray and do not send original x-rays. We appreciate your assistance.

As a reminder, you can receive 24 hour service 7 days a week by using www.doralusa.com to check member eligibility, history, submit claims, authorizations and many other features. Should you need other assistance, or wish to use our interactive voice response system, please contact us at 888-912-3456. As always, thank you for working in partnership with us by providing services to the members we serve.

Sincerely,



Carrie Fritz
Manager, Provider Networks