



Delta Dental Plan of Michigan  
Subscribers 1-800-482-8915  
Dental Offices 1-800-462-7283

Delta Dental Plan of Ohio  
Dental Offices/Subscribers 1-800-282-0749

Delta Dental Plan of Indiana  
Dental Offices/Subscribers 1-800-292-0626

Delta USA  
Dental Offices/Subscribers 1-800-524-0149  
General Motors 1-800-942-0667

## INSTRUCTIONS FOR COMPLETING THE SCANNABLE CLAIM FORM

Please use this claim form for subscribers of Delta Dental Plan of Michigan, Delta Dental Plan of Ohio and Delta Dental Plan of Indiana, as well as DeltaUSA subscribers of these plans.

In order for this form to be optically scanned, all of the information above the service area of the claim form must be typed or computer printed. All upper case letters are preferred and must be used with dot-matrix printers. Keep all information within the numbered boxes. Make sure typewriter and printer ribbons are dark and the print can be easily read. Mistakes should be covered with line tape and printed or typed over. Please do not use "white-out." If you staple anything to the form, do so only at the top left side of the form.

For patient and subscriber information (boxes 1 and 9), enter the first name, last name and middle initial in that order. Don't use titles such as "Mr." or "Ms."

When services are rendered by nonparticipating dentists, payment is issued to the subscriber. If benefits are to be assigned, complete box 8a. Box 8a is applicable only in cases where the patient:

- 1) is treated by a provider outside of the state of the group's contract, or
- 2) is enrolled in a Delta Dental Plan of Indiana program, the provider is nonparticipating and he/she practices in the state of Indiana, or
- 3) is enrolled in DeltaUSA and the provider is nonparticipating in one of the states listed below. (This list is subject to change.)

Alaska	Georgia	Louisiana	Nevada	Utah
Alabama	Idaho	Mississippi	Oregon	Washington
Florida	Indiana	Montana	Texas	

The subscriber's signature, box 11, is needed only when the group requires dependent certification or the subscriber is assigning benefits (if allowed per above). Make sure the signature fits entirely within the box. Put the city, state and zip code in the proper boxes. Don't put all this information in the city box.

In cases where there is another carrier involved, complete the coordination of benefits section, boxes 14-24. If not, leave these boxes empty. Don't use zeroes, lines or N/A for not applicable. Box 18, amount of primary payment, should be filled in only when you know how much the primary carrier paid. Do not put \$0 unless the primary carrier's actual payment determination was \$0.

In the provider information section, enter the provider name or business name in box 25. It must exactly match the business name that is on file with Delta Dental. Be sure to include the provider TIN/SSN (box 26) and the license number of the treating dentist (box 28) on all claims. Complete boxes 35b and 35c, orthodontics, only if treatment is related to orthodontics. Otherwise, leave them blank. Do not enter zeroes, lines or N/A for not applicable.

The service section (the bottom portion) can be hand printed or machine printed. If any of the information in this section is handwritten, all of the service section must be handwritten. Write characters as shown on the chart on the claim form, placing characters between the separator marks. Use a #2 pencil, black ballpoint pen or black felt tip pen. Machine-printed information should be double spaced vertically using regular horizontal spacing as long as it is within the boxes; it is not necessary to print one character per separator. List fees as dollars and cents with or without a decimal point. Because the scanner reads the last two digits as cents, if you list 25 for \$25, the scanner will read it as 25 cents. So put 2500 for \$25.

The remarks section should be used only for information pertaining to: the treatment rendered; determining primary/secondary coverage, such as for custodial information pertaining to a dependent; the diagnosis and treatment plan for orthodontics.

The dentist's signature can be written, machine printed or stamped, but be sure that it is in dark ink and that it does not extend into the remarks section.

### Notice To All Parties Completing This Form:

**Any person who, with intent to defraud or knowing that he/she is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.**