



## Change Notice for Dental Software Users

Effective November 10, 2022, **Beneva** will be able to accept attachments that are sent electronically with dental claims or predeterminations.

To simplify the process when submitting claims or predeterminations, it will now be possible to securely send attachments using the CDAnet option. This option will reduce processing times and also reduce postage and administrative fees associated with the mailing of documents.

You can now use your practice management software to submit documents such as x-rays and images with the claim or predetermination.

You must notify **Beneva** when submitting the claim or predetermination that an attachment will be included.

If a claim or predetermination is denied with a request to provide additional information, and you have the option to submit this information electronically, you will need to return the claim or predetermination and indicate that an attachment will be submitted.

## Steps to Take

Effective November 10, 2022 or shortly thereafter, in order to use this new functionality, you will need to change the settings in your practice management software to allow attachments to be sent to **Beneva**

## Change Details

**Beneva** information must be configured in your software (CDAnet version 4, TELUS B).

Support will be provided for the following messages:

- Attachments (09) NEW
- Acknowledgement of receipt for an attachment (19) NEW
- Claims (01)
- Acknowledgement of receipt for a claim (11)
- Explanation of benefits (21) or claim reversal (02)
- Response to a claim reversal (12)
- Coordination of benefits for a claim (07)
- Predetermination (03)
- Acknowledgement of receipt for a predetermination (13)
- Explanation of benefits (EOB) for a predetermination (23)
- Pending transaction request (04)

- Acknowledgement of receipt for a pending transaction request (14)

The following types of attachments will be accepted:

<b>File Type</b>	<b>Description</b>
JPG	JPG image file
DIC or DCM*	DICOM image file
TXT	ASCII text file
DOC	Microsoft Word text file
TIF* (Tagged Image File)	TIF image file
PNG* (Portable Network Graphic)	PNG image file
BMP* (Bitmap Image File)	BMP image file
PDF* (Portable Document Format)	PDF document
RTF* (Rich Text Format)	RTF text file format

\*These file types are not listed in the CDAnet message formats and standards document, but are nevertheless accepted.

### **Additional Support**

For assistance with practice management software, please contact your software provider.