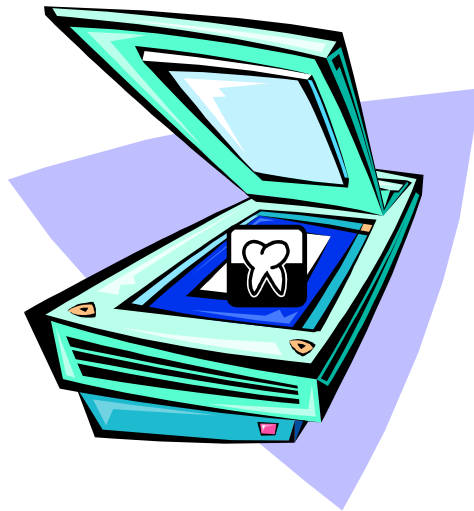




HDS
Hawaii Dental Service

***HDS**Scan*

v1.4



User's Manual for

Electronic Attachments Submission

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INTRODUCTION

HDScan is an application that allows participating dentists to scan claim submission requirements (i.e. X-rays, Periodontal Charts, Explanation of Benefits, etc.) and send the file electronically to HDS via HDS Online.

HDS Online enables digital attachments to be submitted with the appropriate claim and transmitted as a packet to HDS for processing. Member dentists who already have digital X-ray equipment (with files in JPG or GIF format) can also use HDS Online's digital attachment submission feature.

GETTING STARTED

Using HDScan and our HDS Online digital attachment submission feature is EASY. All you need is to submit claims electronically to HDS via any one of the following venues: HDS Online, or E-Claims through Dentrax, Easy Dental, Dental X Change, Kodak, G&C, Tesia and Innova practice management/clearinghouse systems.

You need to be registered for HDS Online in order to transmit digital attachments. Attachments can only be sent for claims in a "suspended" status. For claims that are in "Await pay" or "Paid" status use the Contact Customer Service button to create an Inquiry Submission Record to scan to.

To obtain a copy of the software contact Professional Relations, or download it from the HDS Online website's Download Center. For information regarding HDS Connect, HDS Online, or E-Claims through a clearinghouse or practice management system, please contact Professional Relations at (808) 529-9222 from Oahu, or at (800) 232-2533, extension 222 from the Neighbor Islands.

SYSTEM REQUIREMENTS

What Do I Need?

Minimum Requirements for HDScan Application:

- ☐ HDScan compatible scanner or digital X-ray equipment (images in GIF, TIF, or JPEG format)
- ☐ 32 MB RAM
- ☐ Windows 95/98/NT/XP/VISTA 32 Bit/WIN 7 32 Bit operating system
- ☐ 50 MB of available disk space
- ☐ CD ROM
- ☐ Connection to the Internet
- ☐ Registration to HDS Online
- ☐ Electronic Claims Submission Product

ATTACHMENTS

User Responsibility

It is the responsibility of the User to submit appropriate attachments. Please ensure images to be attached are for the correct patient and services. It is suggested that you name your files using the Claim Number assigned upon submission of the claim – found under 'Claim Status' on HDS Online or on the Claim Submission Record.

Please submit your attachment(s) within 5 calendar days of your claim submission to avoid payment delays due to missing information.

Installing HDScan

Before installing HDScan, install the scanner on your PC as instructed by the manufacturer.

❖ **To install HDScan and new versions of HDScan:**

- 1 Exit any programs that are running.
- 2 Insert the HDScan CD into your CD-ROM drive
The Setup program should automatically start.
- 3 A welcome dialog box is displayed, click NEXT to continue.
- 4 Read the License Agreement and click YES to accept the terms of the agreement. If you choose NO, the setup program will terminate.
- 5 In the Choose Destination Location dialog box, click NEXT to accept the destination folder path shown.
or
Click Browse and select a different path, click OK, and click NEXT.
- 6 The progress of the installation is displayed in the Setup Status dialog box.
- 7 In the Install Shield Wizard Complete dialog box, select the radio button for YES to restart your computer.
or
Select the radio button for NO to restart your computer later.
- 8 Click FINISH.

Note: Restarting your computer may not be necessary if the HDScan icon appears on your desktop after installation. If the HDScan icon does not appear, restart your computer.



HDScan 1.4.Ink

- 9 Double click the HDScan icon to open the utility



HDScan 1.4.Ink

- 10 Select FILE then SELECT SOURCE

- 11 In the Sources window, click on the Epson Scanner you installed and click SELECT

Note: If you see two selections for your scanner in the Sources window, try selecting one, and scan. If scanning does not work, repeat steps 9-11 and select the other scanner option.

Submitting an Attachment Using HDSCan

Locating your claim on HDS Online

1. Once your claim has been submitted electronically, access HDS Online with your Internet Browser. Go to the website: **www.hdsonline.org**.

Note: If you have submitted a claim with HDS Online, skip to page 8 once you receive the Claim Submission Record for your claim.



Please enter the following:

User ID:	<input type="text"/>	←
Password:	<input type="password"/>	
<input type="checkbox"/> Change password after validation		
<input type="button" value="Log In"/>		←

Hawaii Dental Service's
Business to Business
E-commerce Site




**Creating healthy
smiles with
Aloha**

Link to www.deltadentalhi.org - HDS's general purpose web site. This site includes general purpose information for HDS's Members, Groups, Brokers, and Providers.

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2. Enter your [User ID].
3. Enter your [Password].
4. Press [Enter] on your keyboard or select the [Log In] button.


[Patient Eligibility](#)
[Claim Status](#)
[Check Information](#)
[Settings](#)
[Main Menu](#)

[E-Claims Batch Status](#)
[File Claims](#)
[Inquiries](#)
[Log In](#)
[Log Out](#)

User:

Clinic:

Provider:

Items Requiring Attention

Number of claims requiring attachments:	10
Number of inquiries requiring attention:	2

Group Selection

As of: / /



Grp Nbr:

Name:

Announcements/Tips/Tools

RAP Tips	Reduced Attachment Program Tips
Discounts for Dentists	HDS Affiliates
01/11/2006	HDS Holidays
01/11/2006	Provider Seminars
01/11/2006	Enter fees for new procedures

Download Center

HD\$can 1.3 	Download HD\$can Version 1.3
HDS ONLINE USER MANUAL 	NEW HDS ONLINE USER MANUAL
Procedure Code Guidelines	

5. Select **[Claim Status]** from the menu bar or click the link **[Number of Claims Requiring Attachments]** under the section headed **Items Requiring Attention**

Claim Status

Main Menu
Provider Svc

User:

Clinic: ALL CLINICS
Provider: WONKA, WILLY (2222222)

Claims
☒ Suspended: Attachments Required
☐ Await Pay

☐ Paid From: / / To: / /

Preauthorizations
☒ Suspended: Attachments Required
☐ Approved

Filter

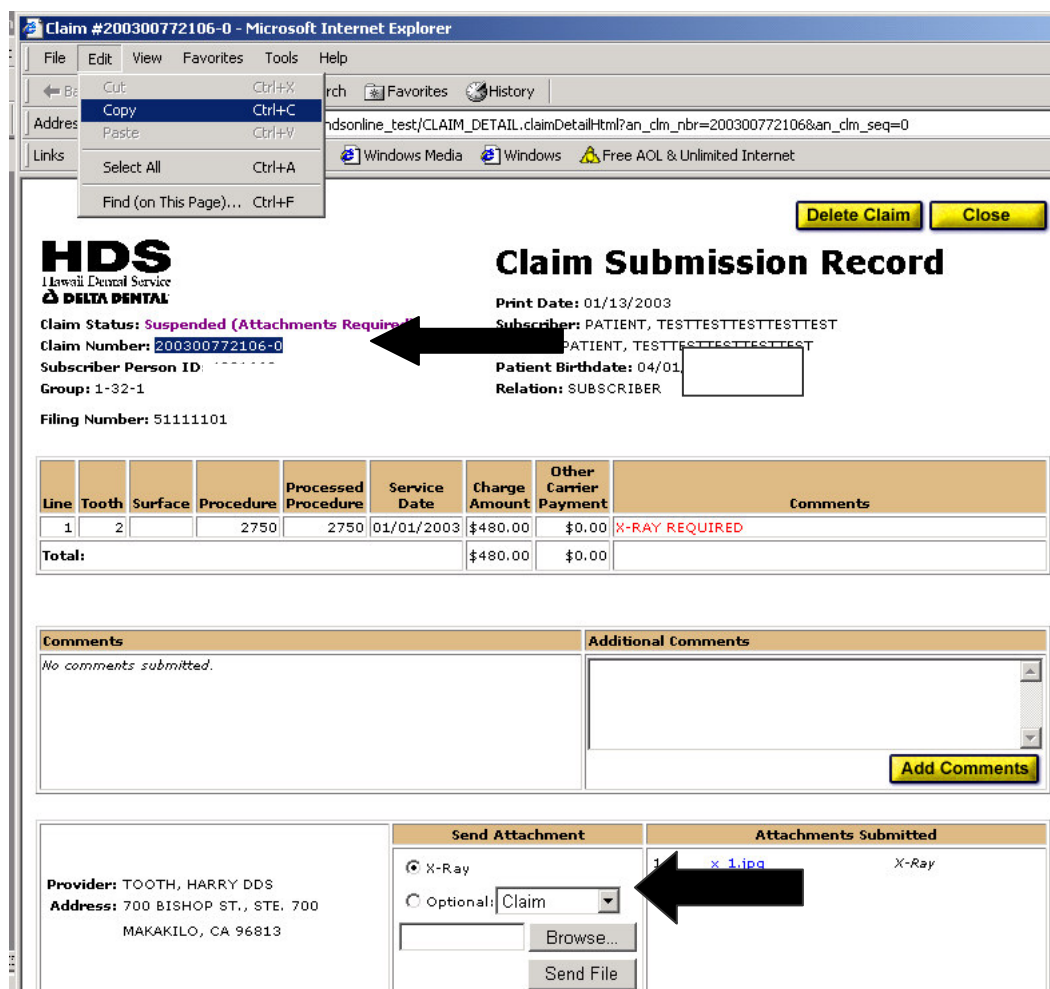
Show All Pages
Page 1 of 1

HDS Online **Claim Status** SCREEN

- Locate the suspended claim requiring an attachment on the Claim Status listing.
- Single-click on the appropriate [**Claim Number**] to access the Claims Submission Record. Attachments can only be submitted for claims in Suspended status.

Note: If the claim is in 'await pay' or 'paid' status, use the Contact Customer Service Button to create an Inquiry Submission Record. The following steps are the same whether you are scanning to a Claim Submission Record or Inquiry Submission Record.

HDScan



HDS
Hawaii Dental Service
DELTA DENTAL

Claim Status: **Suspended (Attachments Required)**
Claim Number: 200300772106-0
Subscriber Person ID: -----
Group: 1-32-1
Filing Number: 51111101

Print Date: 01/13/2003
Subscriber: PATIENT, TESTTESTTESTTESTTEST
Patient Birthdate: 04/01/1980
Relation: SUBSCRIBER

Line	Tooth	Surface	Procedure	Processed Procedure	Service Date	Charge Amount	Other Carrier Payment	Comments
1	2		2750	2750	01/01/2003	\$480.00	\$0.00	X-RAY REQUIRED
Total:						\$480.00	\$0.00	

Comments
No comments submitted.

Additional Comments
Add Comments

Provider: TOOTH, HARRY DDS
Address: 700 BISHOP ST., STE. 700
MAKAKILO, CA 96813

Send Attachment
☒ X-Ray
☐ Optional: Claim
Browse...
Send File

Attachments Submitted
1 X-Ray 1.1.jpg

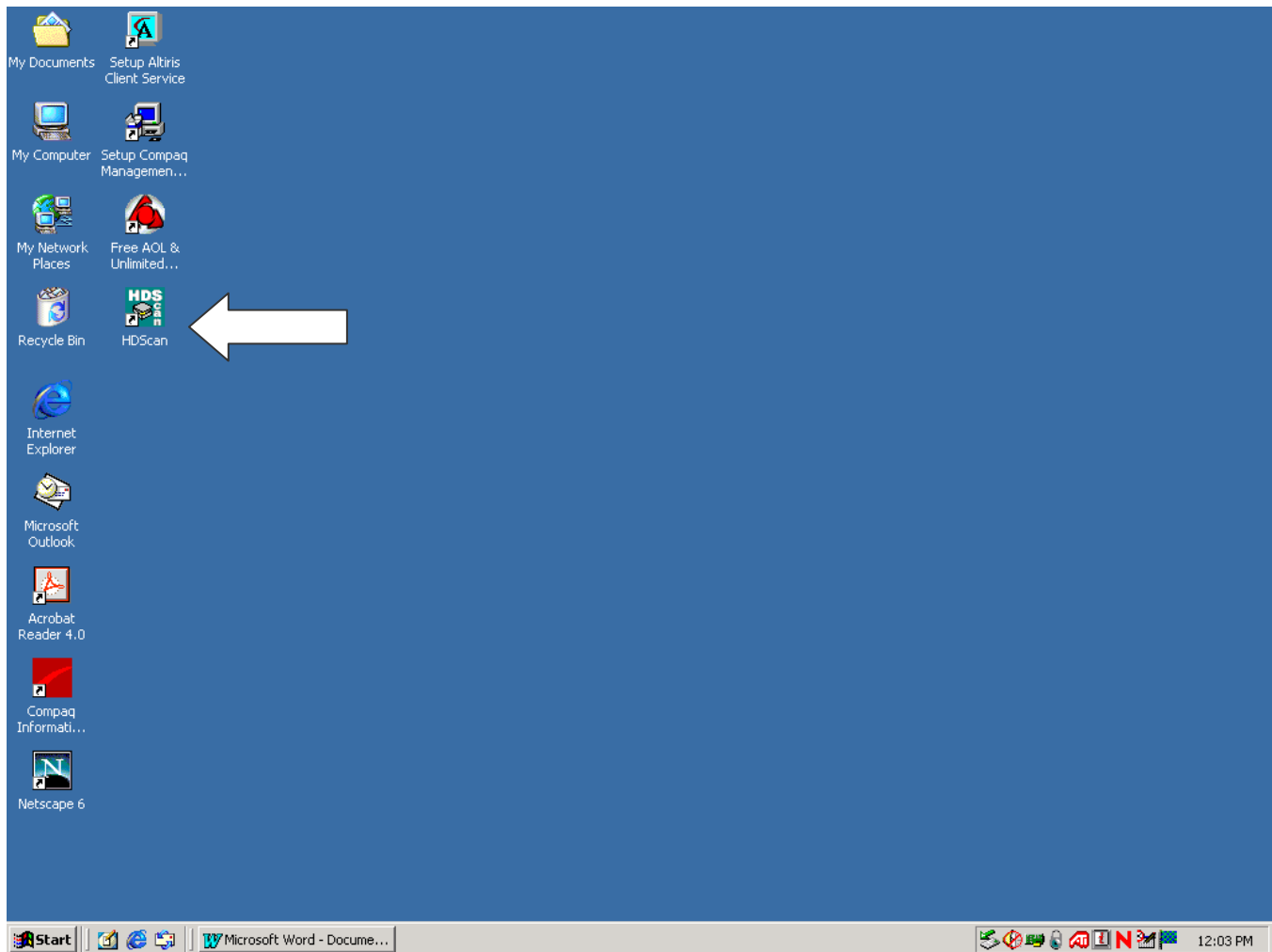
HDS Online Claim Submission Record SCREEN

If your attachment type is not automatically indicated in the [Send Attachment] box, indicate the **attachment type** by clicking [Optional] and selecting the appropriate attachment type using the down arrow.

8. **Highlight the Claim Number** on the Claim Submission Record by left clicking and dragging the cursor with your mouse over the number.
9. **Copy the Claim Number** by using one of these methods:
 - ❑ Right Click the mouse and select [Copy] from the pull-down menu
OR
 - ❑ Press the keys <Ctrl> and <C> on your keyboard
OR
 - ❑ Select [Edit] from the browser menu and choose "Copy".

HDScan

Scanning your attachment into HDScan

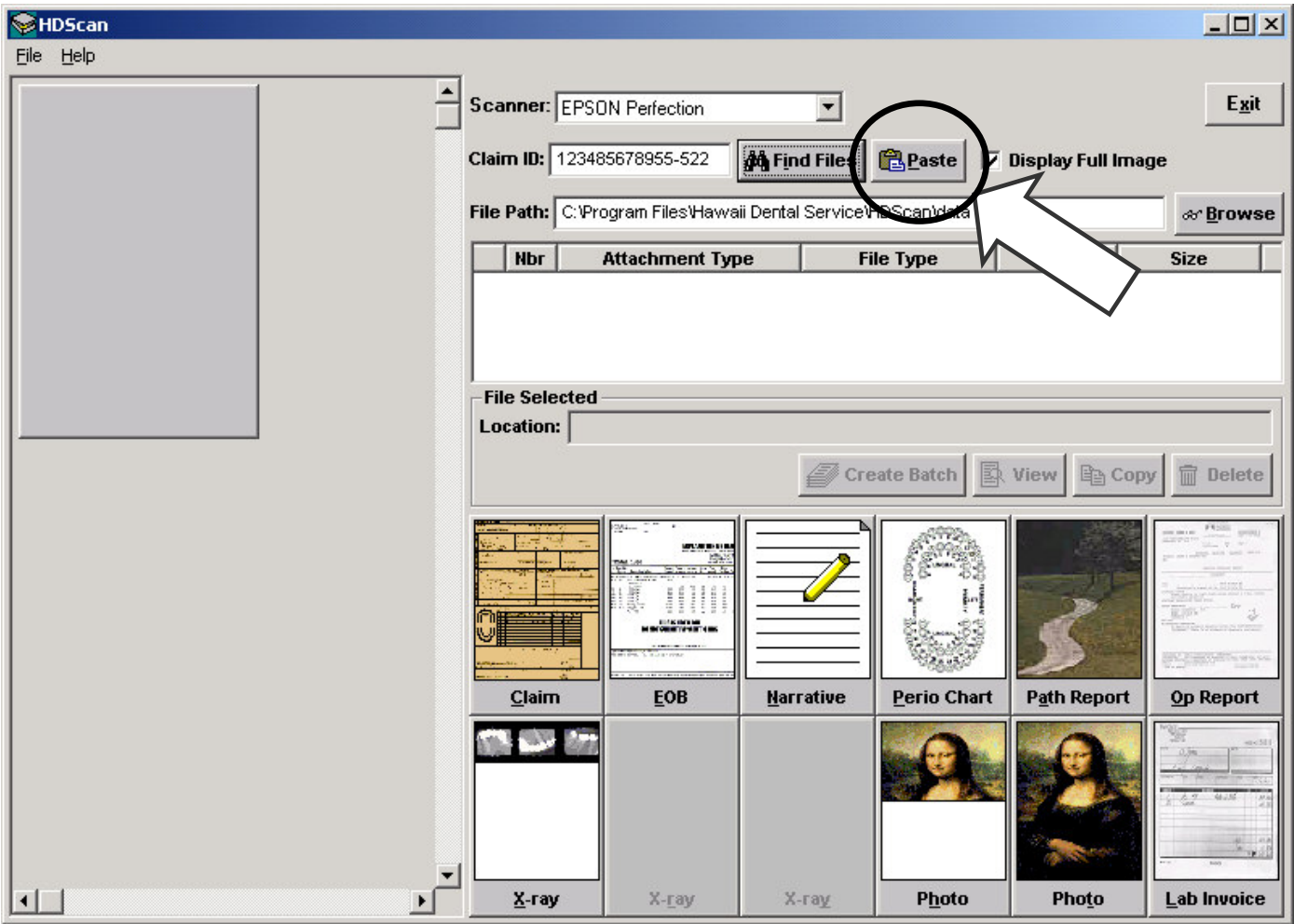


10. Open the HDScan application by using one of these methods

- ☐ Double-click the HDScan Icon from your desktop
OR
- ☐ Select the HDScan Program using the Start Menu.

HDScan

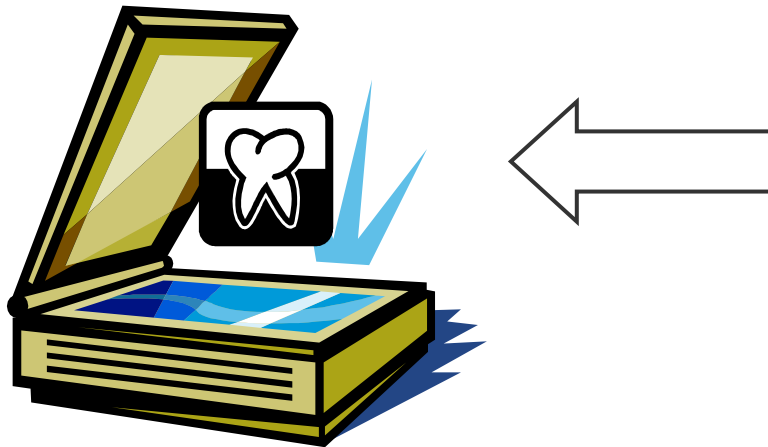
HDS Scanline SCREEN



NOTE: In Step 9 the Claim Number was copied from HDS Online.

- 11. Select [Paste] to populate the Claim Number on the HDScan utility.

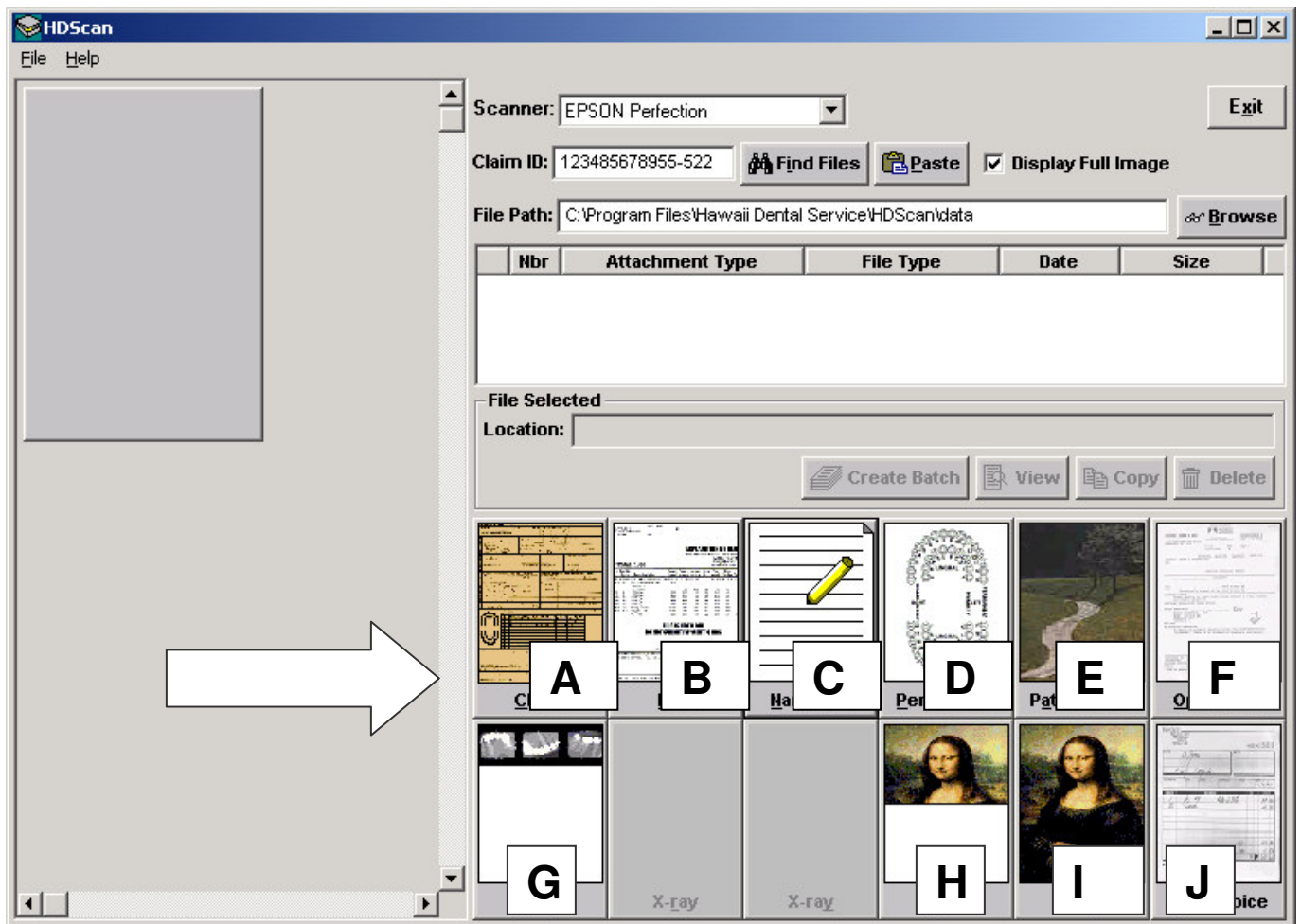
Scanning the attachment



12. Place the attachment on your scanner.
Photos, Narratives, Periodontal Charting, Explanation of Benefits and Claim Forms should be placed face down.

X-rays should be placed with the **raised dot DOWN**

HDScan

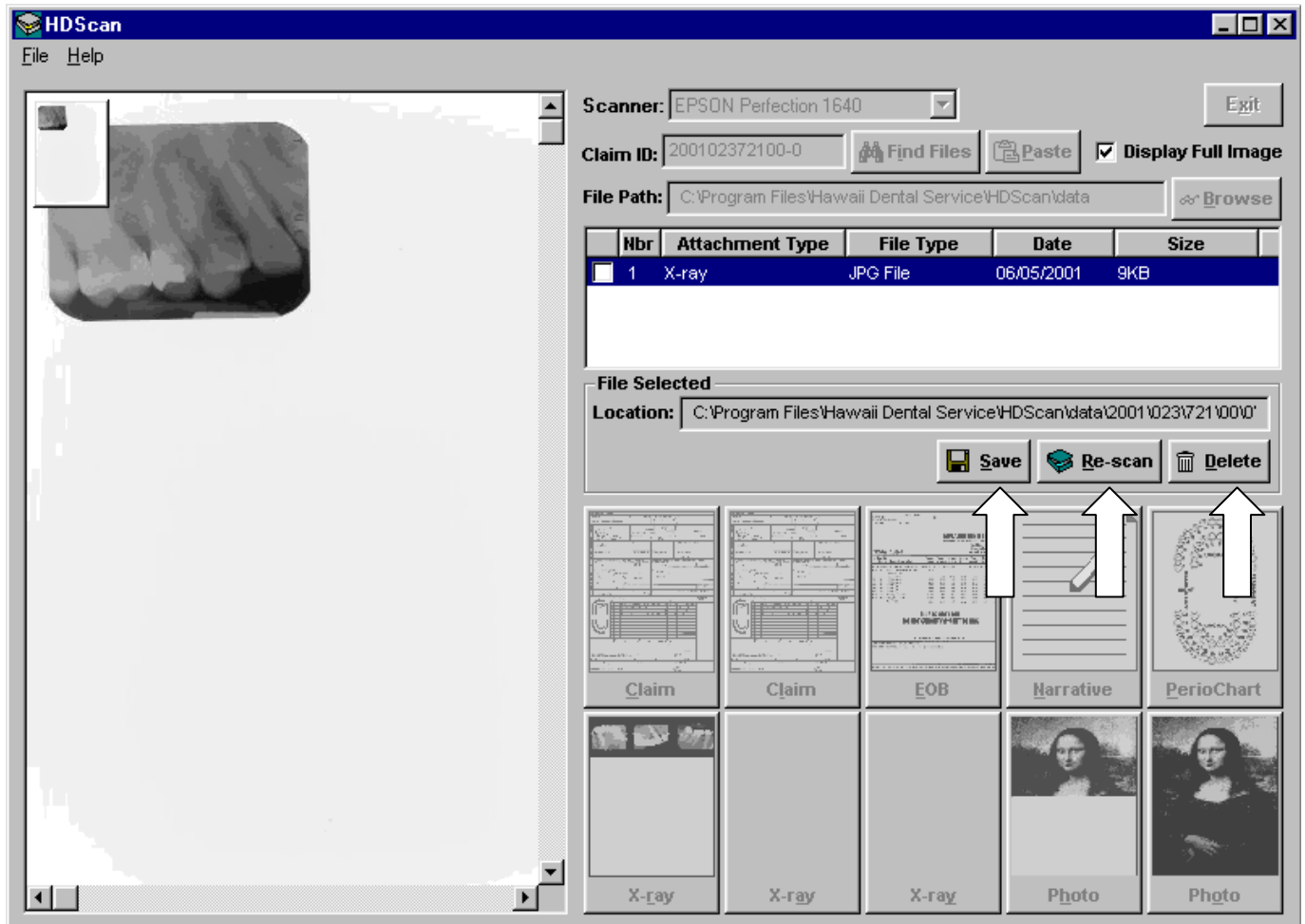


13. Select the appropriate button from the Scanning options displayed to begin scanning your image.

- A. Dental Claim Form
- B. Explanation of Benefits statement
- C. Narrative
- D. Periodontal Charting
- E. Pathology Report
- F. Op Report
- G. X-rays
- H. Intraoral Photo
- I. Intraoral Photo, full page
- J. Lab Invoice

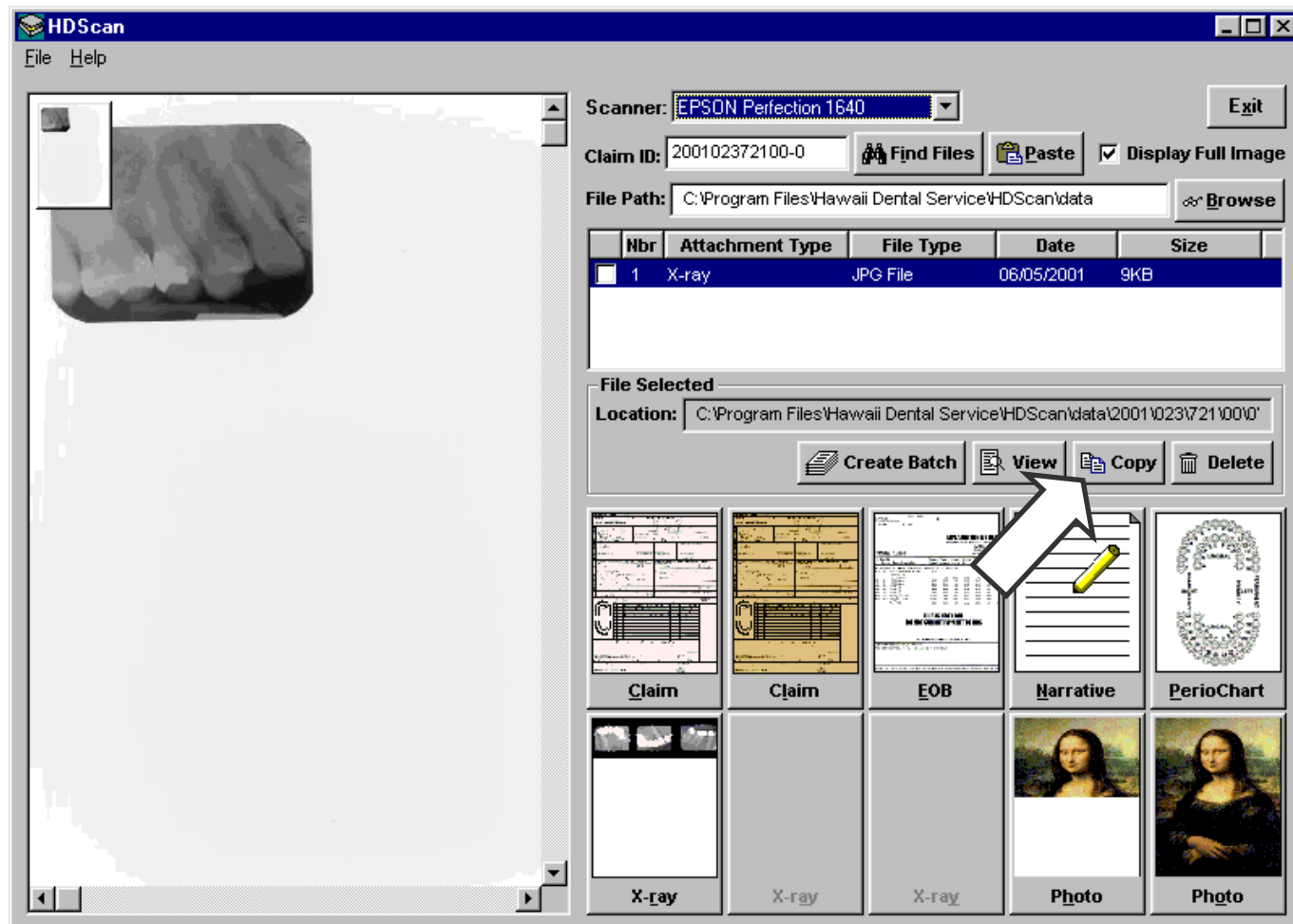
**Note: For panoramic X-rays or large X-ray images, it may be necessary to scan each section of the X-ray separately using selection G.*

HDScan



14. The scanned image will be displayed, with a minimized full image in the upper left corner.
To remove the minimized image, uncheck the **Display Full Image** box, located to the right of the Paste button
15. If the image is acceptable, select [**Save**].
16. If the image is not acceptable, the image may be rescanned or deleted by selecting [**Re-scan**] or [**Delete**] option.

HDScan



17. When an acceptable image has been scanned, select [**Copy**]. This will copy the image from the HDScan utility to the claim you will be submitting the attachment for on HDS Online.

Attaching the HDScan image to HDS Online and transmitting the image to HDS

Delete Claim Close

HDS
Hawaii Dental Service
DELTA DENTAL

Claim Status: Suspended (Attachments Required)

Claim Number: 200

Subscriber Person

Group: 1-32-1

Filing Number: 51111101

Claim Submission Record

Print Date: 01/13/2003

Subscriber: PATIENT, TESTTESTTESTTEST

Patient: PATIENT, TESTTEST

Patient Birthdate:

Relation: SUBSCRIBER

Line	Tooth	Surface	Procedure	Processed Procedure	Service Date	Charge Amount	Other Carrier Payment	Comments
1	2		2750	2750	01/01/2003	\$480.00	\$0.00	X-RAY REQUIRED
Total:						\$480.00	\$0.00	

Comments

No comments submitted.

Additional Comments

Add Comments

Provider: TOOTH, HARRY DDS

Address: 700 BISHOP ST., STE. 700
MAKAKILO, CA 96813

☒ X-Ray

☐ Opti

Browse...

Send File

Attachments Submitted

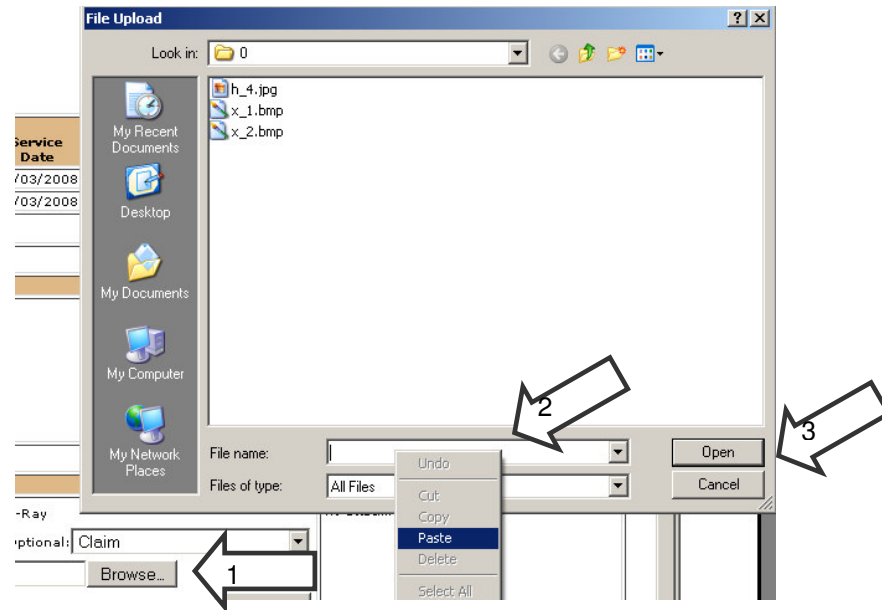
1.	x_1.jpg	X-Ray
----	---------	-------

18. Return to the Claims Submission Record or Inquiry Submission Record Screen on HDS Online.

19. **Paste** the full image path to HDS Online using one of the methods below (Mozilla and IE 8.0 users use option "C"):


- a. Right click in the empty field to the left of the Browse button and select **"Paste"**.
- b. Place your cursor in the empty field to the left of the Browse button and using your keyboard, press the keys <Ctrl> and <v> at the same time.
- c. Click the **[Browse]** button to access the Choose File or File Upload screen. Right click in the "File Name" box and select **"Paste"**. Click **[Open]** to close the Choose File screen. (See screen shot on next page)

[Screen shot for step 19. C]




The full path that you copied from HDScan is now attached to your claim on HDS Online.

Sending the File

		<h1>Claim Submission Record</h1>	
Claim Status: Suspended (Attachments Required)		Print Date: 01/13/2003	
Claim Number: 200300772106-0		Subscriber: PATIENT, TESTTESTTESTTESTTEST	
Subscriber Person ID: <input type="text"/>		Patient: PATIENT, TESTTESTTEST	
Group: 1-32-1		Patient Birthdate: 04 <input type="text"/>	
Filing Number: 51111101		Relation: SUBSCRIBER	

Line	Tooth	Surface	Procedure	Processed Procedure	Service Date	Charge Amount	Other Carrier Payment	Comments
1	2		2750	2750	01/01/2003	\$480.00	\$0.00	X-RAY REQUIRED
Total:						\$480.00	\$0.00	

Comments No comments submitted.	Additional Comments <div> <input type="text"/> </div> <div> <input type="button" value="Add Comments"/> </div>
---	--

Provider: TOOTH, HARRY DDS Address: 700 BISHOP ST., STE. 700 MAKAKILO, CA 96813	Send Attachment <input checked="" type="radio"/> X-Ray <input type="radio"/> Optional: <input type="text" value="Claim"/> <input type="text" value="y/c:/sldkfjlaksdjf"/> <input type="button" value="Browse..."/> <input type="button" value="Send File"/>	Attachments Submitted 1. x_1.jpg X-Ray
		

20. Select **[Send File]** to transmit the attachment to HDS.

21. To confirm the receipt of your attachment, click on the file under “Attachments Submitted” to display the image. If the image is not of diagnostic quality repeat steps 19 thru 20. If a problem persists, repeat steps beginning on page 9.

Close

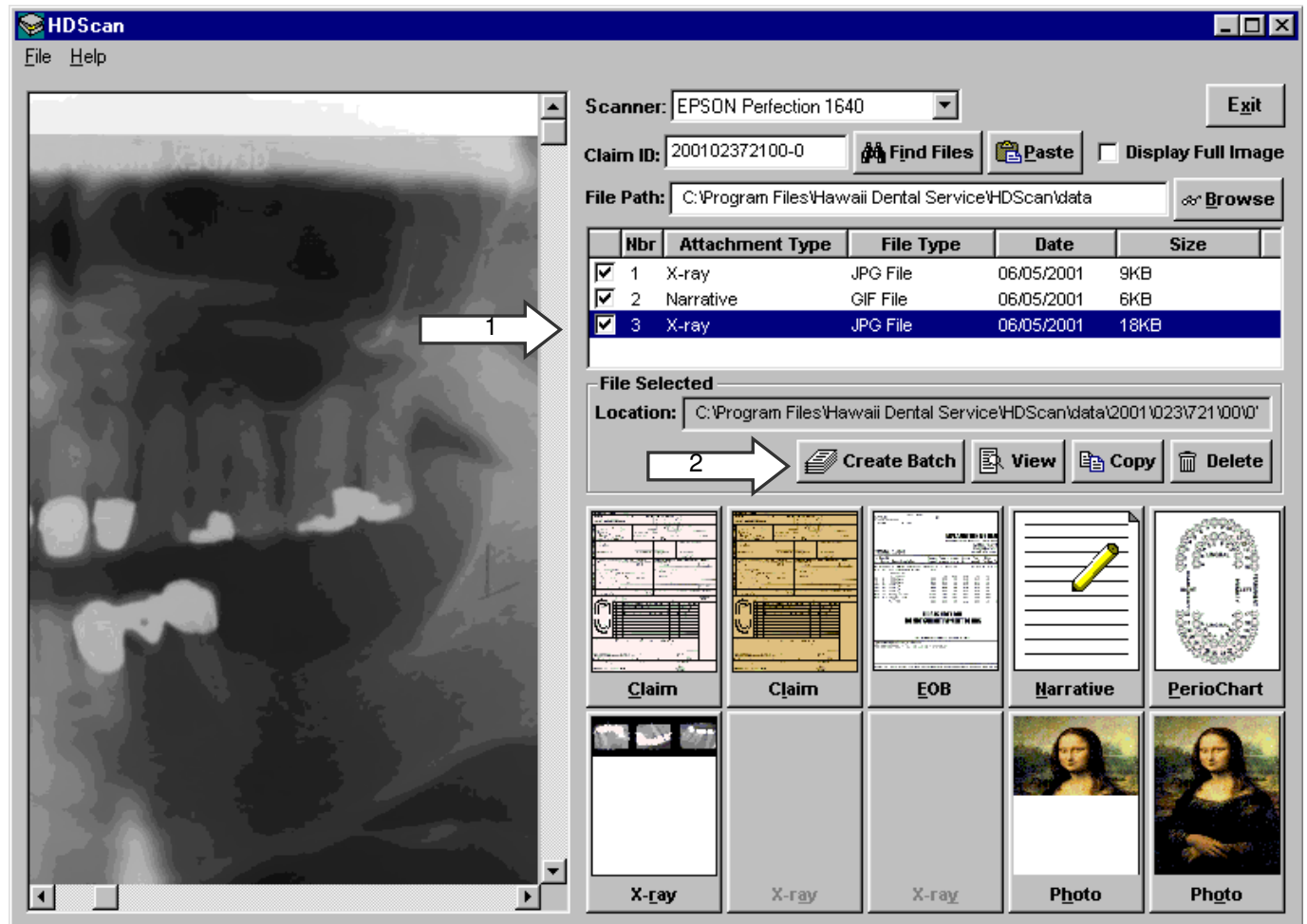
Claim Number: 200102372100-0

Patient: SMITH, JOHN



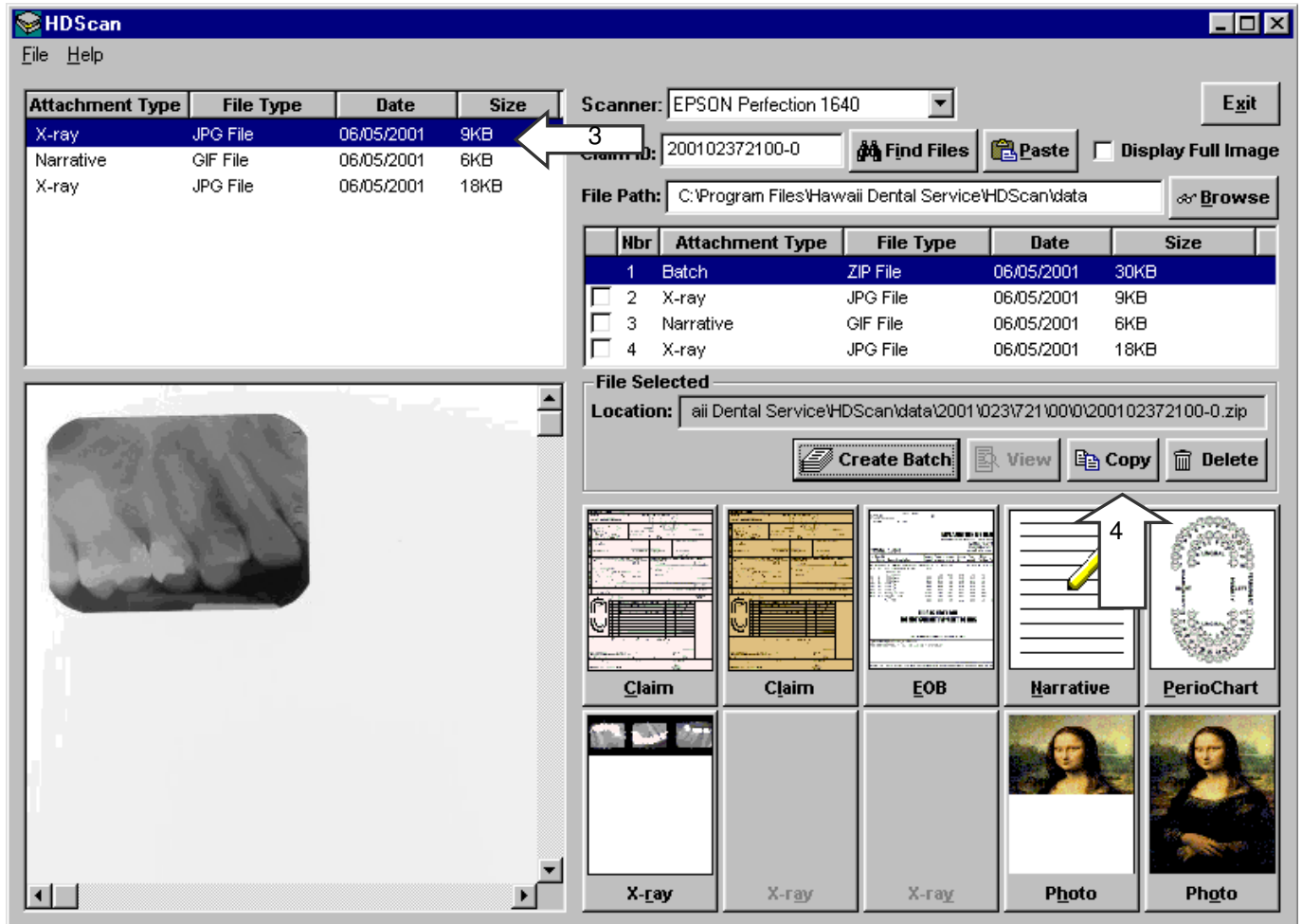
Creating and Attaching Batched Images

After scanning and saving multiple images, a batch may be created and attached via HDS Online.



1. After each image has been saved (Ref. Pg. 11-13) select the images to be batched by checking the boxes to the left of the Nbr field. Each image will be displayed as the boxes are checked.
2. Press the Create Batch button.

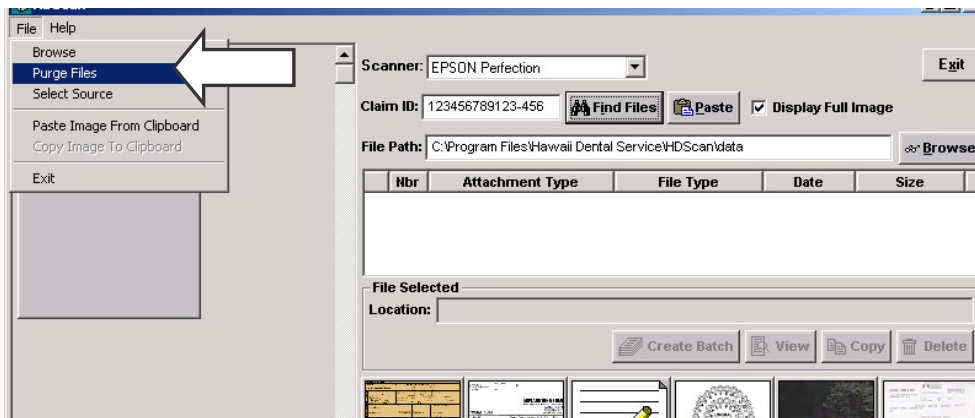
HDScan



3. A listing of the batched images is shown. Each image in the batch may be viewed by clicking on it to highlight.
4. Select the **[Copy]** button and refer to pages 15-17 to submit the attachment via HDS Online.

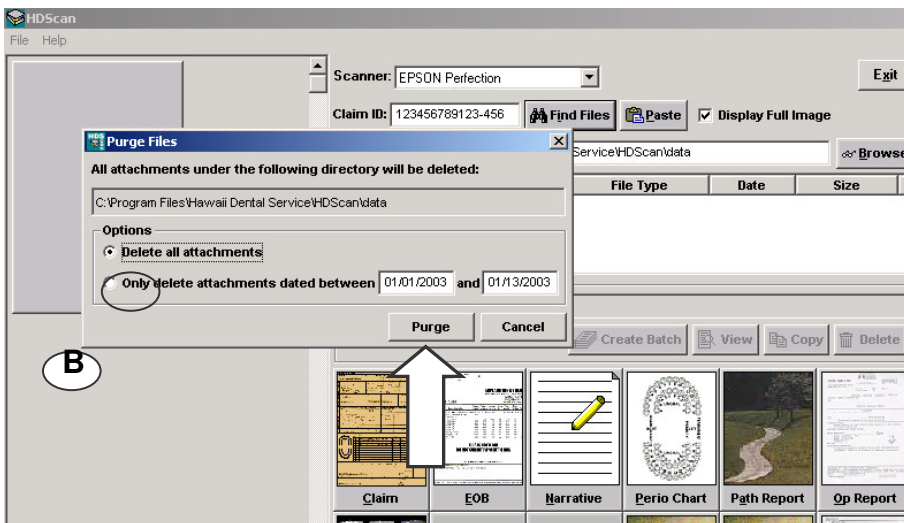
Note: Only **one batch may be created for each claim.*

Purging Files



Scanned images are saved on your computer's hard drive. If you use the HDScan utility, you will be able to purge these files within the HDScan application.

1. From the HDScan menu, click on **[File]**.
2. Select **[Purge File]** from the drop down menu.



3. Specify attachments to be deleted.
 - A. Select "Delete all attachments" to clear all attachments under the directory indicated.
 - B. Select "Only delete attachments dated between..." to delete specific attachments submitted within a date range under the directory indicated.
 - Enter the beginning and end date range in the boxes provided.
4. After you have specified the purge, click **[Purge]**.
 - Or-
5. To exit out of the purge process, click **[Cancel]**.

**Note: Using the Purge files option in the HDScan application will only delete attachments submitted through HDS Online. No other files are affected.*

Digital Imaging or Using Your Own Scanner

If your office has a scanner that will not work with HDScan, you can still submit these images via HDS Online by scanning them in an acceptable format.

1. Scanner user: Scan the image as .JPG, .GIF, PDF, or .TIF file; note the directory and file name where the image will be saved. We suggest using the claim number or patient name in your file name. Digital Images: Export the image as a .JPG, .GIF, .TIF, or .PDF file and save it to your hard drive. Image must be smaller then 2 MB.
2. Access the suspended claim's Claim Submission record on HDS Online. (Ref. Page 5-7)

Delete Claim
Close

HDS
Hawaii Dental Service
DELTA DENTAL

Claim Status: Suspended (Attachments Required)

Claim Number: 200300772106-0

Subscriber Person ID:

Group: 1-32-1

Filing Number: 51111101

Claim Submission Record

Print Date: 01/13/2003

Subscriber: PATIENT, TESTTESTTESTTESTTEST

Patient: PATIENT, TESTTESTTESTTESTTEST

Patient Birthdate:

Relation: SUBSCR

Line	Tooth	Surface	Procedure	Processed Procedure	Service Date	Charge Amount	Other Carrier Payment	Comments
1	2		2750	2750	01/01/2003	\$480.00	\$0.00	X-RAY REQUIRED
Total:						\$480.00	\$0.00	

Comments

No comments submitted.

Additional Comments

Add Comments

Provider: TOOTH, HARRY DDS

Address: 700 BISHOP ST., STE. 700
MAKAKILO, CA 96813

Send Attachment

☒ X-Ray

☐ Optional: Claim

Browse...

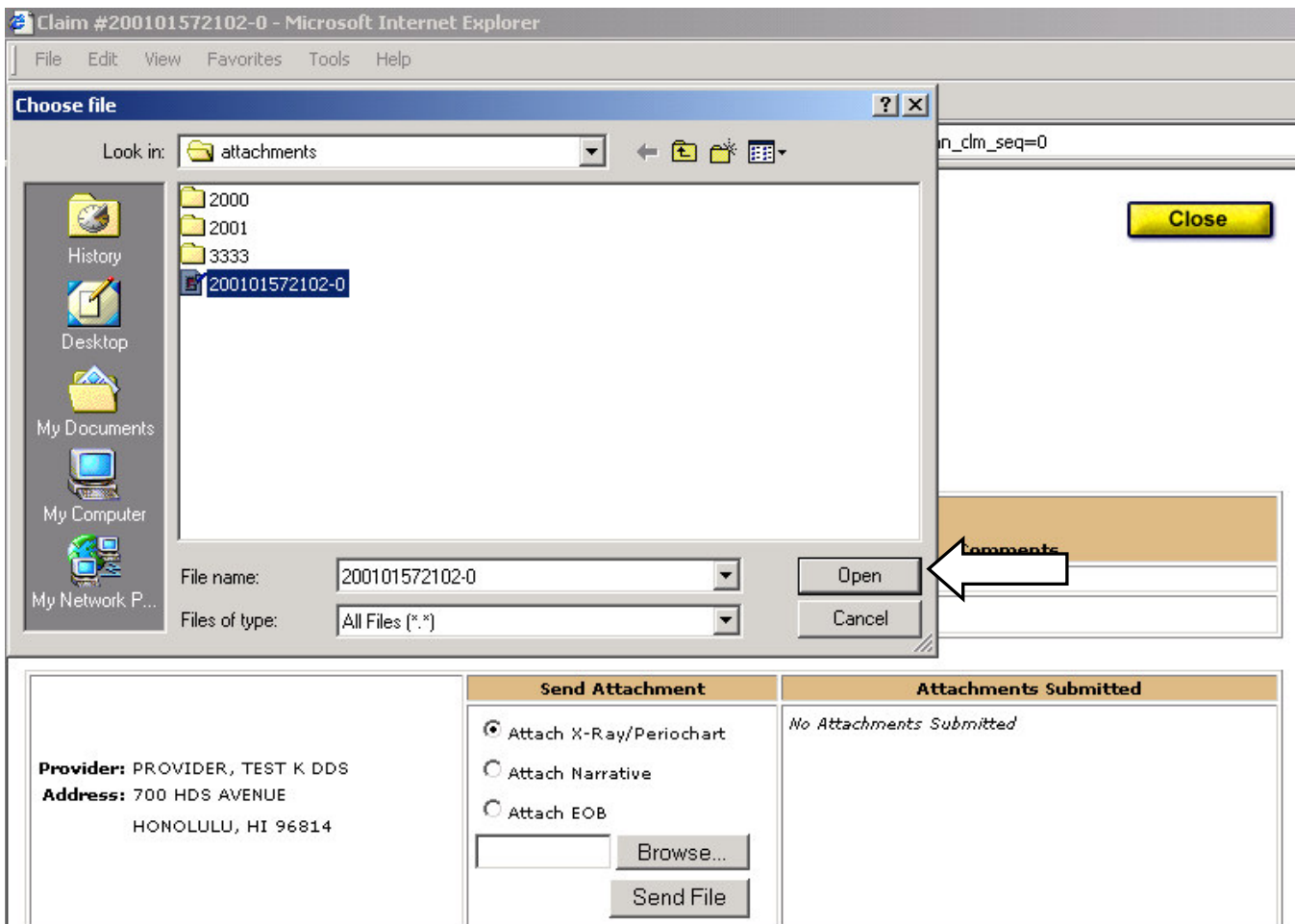
Send File

Attachments Submitted

1. [x_1.jpg](#) X-Ray

3. Select [**Browse**] under the Send Attachment section to locate your attachment.

HDScan



4. Click the attachment to be submitted and select **[Open]**.

HDS

Hawaii Dental Service
DELTA DENTAL

Claim Status: Suspended (Attachments Required)

Claim Number: 20030

Subscriber Person ID:

Group: 1-32-1

Filing Number: 51111101

Claim Submission Record

Print Date: 01/13/2003

Subscriber: PATIENT, TESTTESTTESTTESTTEST

Patient: PATIENT, TESTTESTTESTTESTTEST

Patient Birthdate:

Relation: SUBSCR

Line	Tooth	Surface	Procedure	Processed Procedure	Service Date	Charge Amount	Other Carrier Payment	Comments
1	2		2750	2750	01/01/2003	\$480.00	\$0.00	X-RAY REQUIRED
Total:						\$480.00	\$0.00	

Comments

No comments submitted.

Additional Comments

Provider: TOOTH, HARRY DDS

Address: 700 BISHOP ST., STE. 700
MAKAKILO, CA 96813

Send Attachment

☒ X-Ray

☐ Optional: Claim

xray/c/clskdfkid

Attachments Submitted

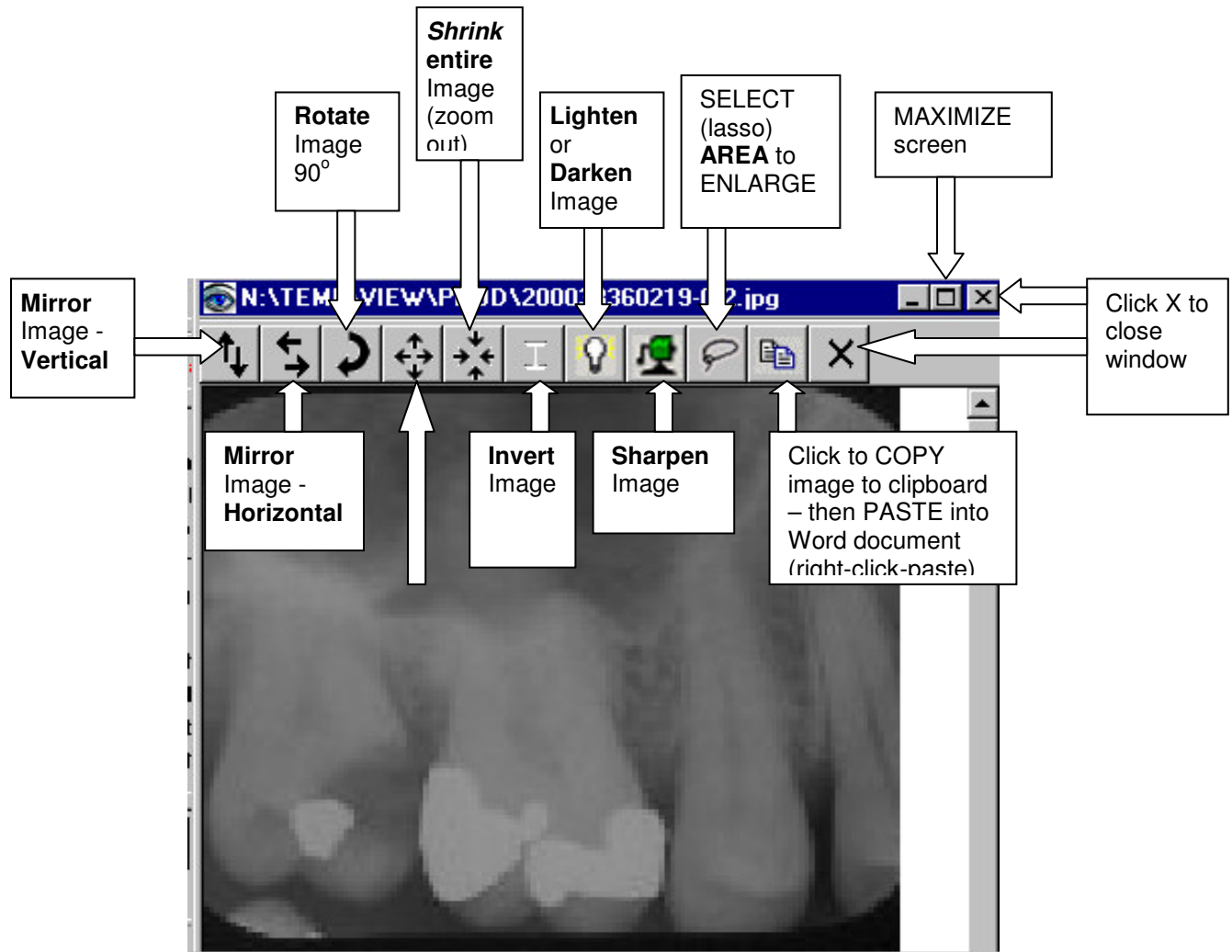
1. [x_1.jpg](#) X-Ray

5. Select [Send File] to transmit your attachment to HDS.
6. Confirm the receipt of your attachment. Click on the file under "Attachments Submitted" to display the image (Ref. Page 17). If the image is incomplete or unclear, repeat the attachment process to submit another image with your claim.

**Note: Attachments can only be viewed for claims in "Suspended" or "Await Pay" status.*

Image Viewer

You are able to enhance the images that are scanned using the Image Viewer. Using the Image Viewer also allows making a selection of the image to [Copy] and [Paste] to save as another attachment.



Note:

To best view the CLAIM or EOB or NARRATIVE, follow these steps:

1. Using the third button from the right, SELECT (lasso) the area of the claim you wish to view. (You may select the entire claim, in which case you should MAXIMIZE your screen.)
2. Using the 4th button from the left, ENLARGE the area you selected until it comes into clear view.

HDScan **QUESTIONS AND ANSWERS**

1. Is there a certain way to position the X-rays onto the scanner screen?

Yes, X-rays must be placed under the lid's light source preferably 2-3 inches from the top. After scanning, please verify the X-ray orientation is correct, if it appears reversed, upside down...etc reposition X-ray and rescan.

2. Is there a particular type of scanner that HDS is recommending?

Any scanner that is capable of scanning transparencies can be used to scan X-rays. However, there are only a few scanners that will work with the HDScan software. See the Compatible Scanner Listing on the HDS Online website or call Professional Relations for details.

3. Is there a way that I can check to be sure that my X-ray was properly scanned prior to sending it over to HDS? If I discover that no image was shown, do I need to repeat the process?

Confirm the receipt of the image immediately after attaching by clicking on the image file name on the Claims Submission Record. If no image is displayed, try re-pasting and "send file" again. If that process is unsuccessful, you need to repeat the process.

4. If I send a corrected claim to HDS, can HDS pull the previously sent X-ray and attach it to the correct claim?

To ensure the accuracy of claims processing, HDS requires that attachments be submitted for a specific claim. We cannot honor requests to associate previously submitted attachments with a new claim.

5. Our office has a scanner that is not on your recommended list. Can we use it?

You can use your scanner, however it may not interface with the HDScan application and another imaging application may be needed to submit your image via HDS Online. Remember also that your scanner must have a "back light" to scan X-rays.

6. If I submitted X-rays three months ago for a claim and would like to submit a claim using those same X-rays, can HDS pull the X-rays from my previous claim and attach them to my current claim?

To ensure the accuracy of claims processing, HDS requires that attachments be submitted for a specific claim. We cannot honor requests to associate previously submitted attachments with a new claim.

7. If my X-ray copy shows black on the scanned image and that is the only X-ray that I have, will HDS accept it?

Claims will be processed with a denial if X-rays submitted lack diagnostic quality.

8. Will out of state providers be able to use HDS Online and HDScan?

HDS Online and HDScan are products we offer exclusively to our HDS participating providers.

9. Am I able to use my digital imaging equipment?

Yes. The HDScan application is not required to submit these images. Just note the file directory and name of your saved image, select to "copy" and go right into HDS Online to "paste" to your suspended claim.

11. What is the difference between digital imaging and scanning?

Once a digital camera takes an image, the digital imaging system captures this on a computer. Scanning is a method of converting a physical image (xray, photo, printed material) into a digital image.

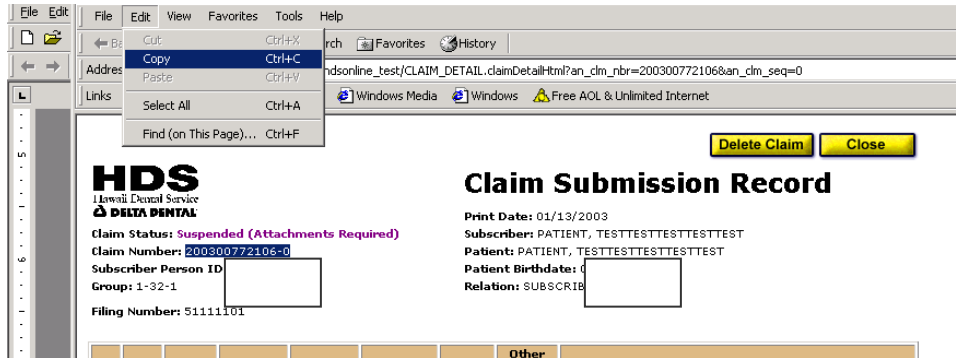
12. Can I attach multiple batches to a claim?

Yes. However, only one batch can be created at a time for each claim using HDScan. You would first save your images, create and attach a batch to your claim on HDS Online. Next you would return to your saved batch on HDScan and select other saved images and press the Create Batch button to overwrite the existing batch and attach to the same claim on HDS Online.

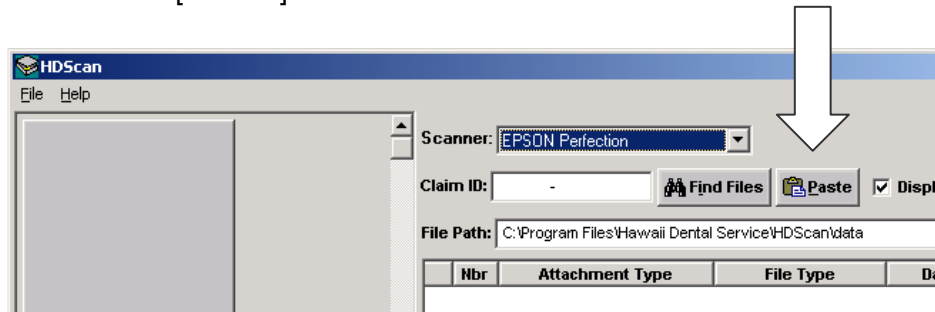
CHEAT SHEET

This is a condensed step-by-step guide to scanning and submitting attachments using HDSan. For more detailed instruction turn to page 9.

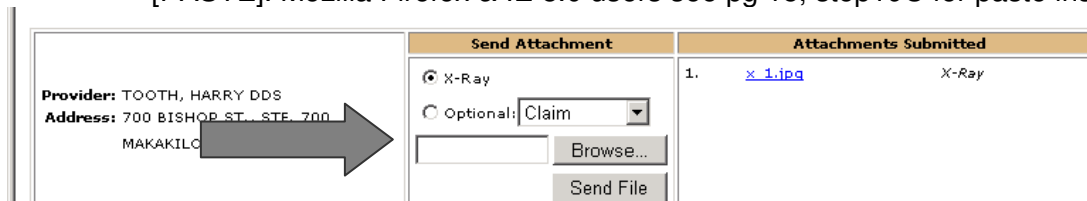
1. Open your Claim Submission Record
2. Highlight Claim Number, point at it with your mouse and right click. Select [COPY].



3. Open the HDSan program.
4. Click [PASTE]



5. Place your item on the scanner – raised dot down for X-rays
6. Click on the picture that best represents the item you are scanning
7. Click [SAVE]
8. Click [COPY]
9. Return to your Claim Submission Record – and scroll down to the bottom of the claim
10. Right Click in the empty box to the left of the [BROWSE] button (see figure below) and select [PASTE]. Mozilla Firefox & IE 8.0 users see pg 15, step19C for paste instructions.



11. Select [SEND FILE]