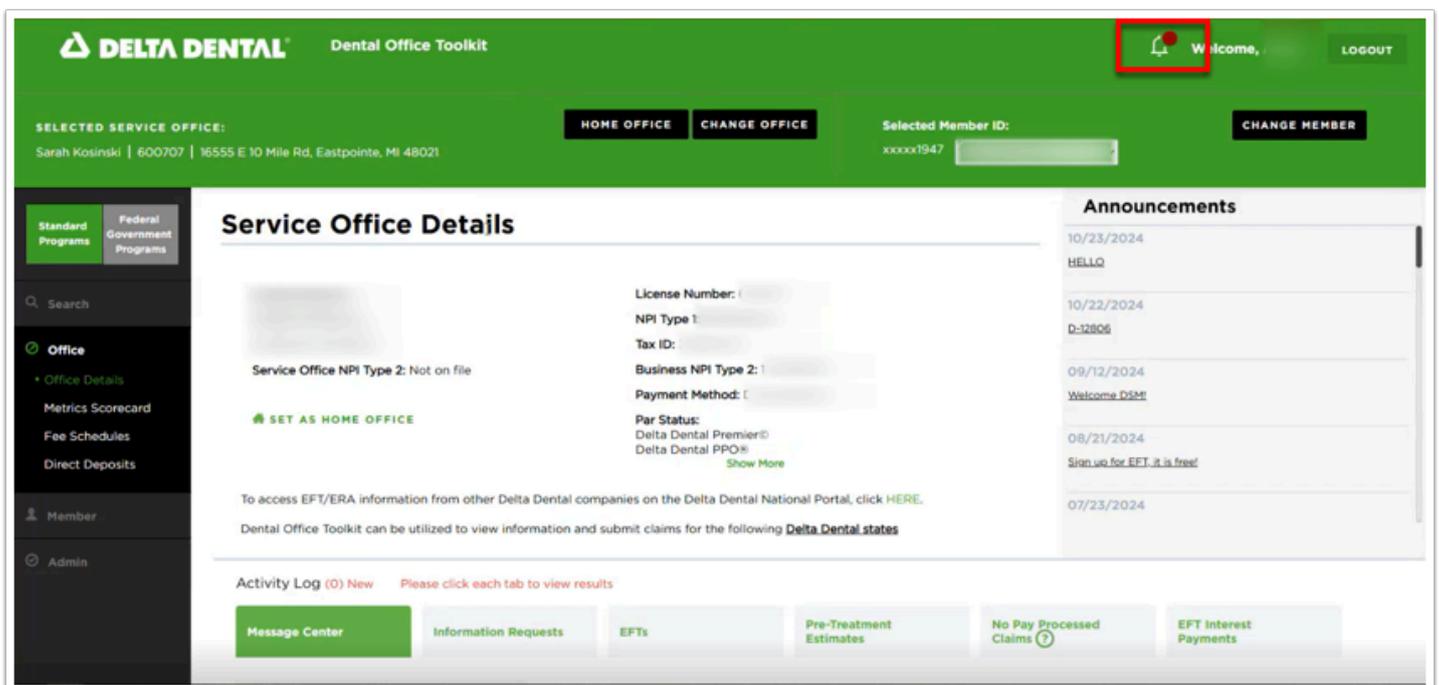


How Providers Manage Information Requests (IR)

This article will guide you through how providers view and manage Information Requests (IR) that are sent to them via Secure Message within Dental Office Toolkit (DOT).

How a Provider Accesses Information Request via Secure Message in DOT

-  When a provider logs into DOT, they will see a bell icon notifying them of a new message.



-  Providers will be able use the new 'Message Center' to access secure messages, including an overview of the IR. [Providers will see the following information:](#)

1. Filter by Message Category

2. Message 'Subject Line'
3. Message 'Status'
4. Tagged Message Detail
5. Full Information Request detail within the Secure Message
6. Full Attachment detail
7. Unread messages indicated with an icon (providers can mark them as read or unread)

The screenshot displays a web interface for managing information requests. On the left, a sidebar contains a 'Filter By Category' section with a dropdown menu (1) and a 'SEARCH' button. Below this is a list of 'Conversations', with the first item highlighted in green (7). The main content area shows a message from 'delta_dental' at 12:24pm. The message header includes 'INFORMATION REQUEST' (2) and an 'Open' button (3). Below the header are fields for 'Case Number: 31444627' (4) and 'Claim Number(s): 2503044705957' (5). A 'VIEW INFORMATION REQUESTS' button (5) and a 'VIEW' button (6) are also present. The message body contains a pop-out window for an information request for 'Crash Dummy'. The window includes a table with columns 'Line Item', 'Tooth#', 'Area', 'Surface', 'Proc.Code', 'DOS', and 'IR#'. The table has one row with values: 1, 14, Area, Surface, D6010, DOS, IR40002. Below the table is a 'Description' field with the text: 'Please clarify your request with a report for the line(s) indicated and provide radiographs and periodontal charting to support the need for this treatment.' The message also includes attachments from 'amal' at 12:26pm, including 'Email Queues Doc.pdf'. At the bottom, there is a rich text editor with a toolbar (B, I, U, S, list icons) and an 'UPLOAD' button.

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i When the Information Request detail is selected, a pop-out screen will appear with full IR related IR details.

Information Requests

Information Request

Patient Information

Patient Name: [Redacted]
 Date of Birth: 11/20/1981
 Relationship To Subscriber: Spouse
 Subscriber Name: [Redacted]
 Patient Account Number: [Redacted]

Provider Information

Provider Name: [Redacted]
 Provider License Number: [Redacted]

Dear Doctor:
 Before we can process the claim referenced above, additional information or clarification is required. Please provide the information requested and return this form, along with any required attachments, to the address indicated below. Upon receipt, the claim will be processed promptly.

Line Item	S/R	Tooth Number	Area	Surface	Procedure Code	DOS	Submit Amount	IR Number(s)
3	R				D6545	10/28/2024	203.4	IRO0213
1	S				D6548	10/28/2024	0	

Claim Information Required:
 Message Description Information:

Claim Information

IR Sent Date: 10/28/2024
 Plan Name: Delta Dental Plan of Michigan
 Client ID: [Redacted]
 Claim Number: [Redacted]

How a Provider Responds to an Information Request via Secure Message in DOT

- For the Provider to resolve the IR, they can respond and provide additional information directly in the Secure Message.

INFORMATION REQUEST 03:48pm

Patient: [Redacted] License: 600707-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

INFORMATION REQUEST 01:19pm

Patient: [Redacted] License: 17514-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

INFORMATION REQUEST 01:11pm

Patient: [Redacted] License: 17514-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

INFORMATION REQUEST 01:10pm

Patient: [Redacted] License: 17514-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

INFORMATION REQUEST 12:59pm

Patient: [Redacted] License: 17514-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

INFORMATION REQUEST 11:55am

Patient: [Redacted] License: 17514-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

INFORMATION REQUEST 10:17am

Patient: [Redacted] License: 17514-MI
 SO: 16555 E 10 Mile Rd, Eastpointe, MI 48021192

delta_dental 03:48pm

You have a new information request.

Patient Name: [Redacted] Claim Number: [Redacted]

Line Item	Tooth#	Area	Surface	Proc.Code	DOS	IR#
1	19			D6740	10/28/2024	IRO0213
2	20			D6740	10/28/2024	IRO0213
3	21			D6740	10/28/2024	IRO0213
4	22			D6240	10/28/2024	IRO0213

Message ID	Description
IRO0213	Please submit copies of current, pre-operative periapical or panoramic radiographs showing the entire crown and root apex of each abutment tooth involved with this fixed prosthodontic partial denture (bridge). Radiographs must be dated, of diagnostic quality and labeled right and left.

B I U [Icons]

Message [Redacted]

* This field is required

UPLOAD SEND

i Provider selects Upload to attach documentation.



How a Provider Confirms Information Request was Received

i Once the Secure Message for the IR has been successfully received, the Provider will see the Case as 'Closed' in DOT, with automated messaging in the conversation.

Message Center | Information Requests | EFTs | Pre-Treatment Estimates | No Pay Processed Claims | EFT Interest Payments

Filter By Category: SO: 16555 E 10 Mile R... + MORE FILTERS
RESET SEARCH

INFORMATION REQUEST **Closed**
Information Request Case Number: 27475778 Claim Number(S): 2410284733382 VIEW INFORMATION REQUESTS

delta_dental 03:48pm

You have a new information request.
Patient Name: [REDACTED] Claim Number: 2410284733382

Line Item	Tooth#	Area	Surface	Proc.Code	DOS	IR#
1	19			D6740	10/28/2024	IR00213
2	20			D6740	10/28/2024	IR00213
3	21			D6740	10/28/2024	IR00213
4	22			D6240	10/28/2024	IR00213

Message ID: IR00213
Description: Please submit copies of current, pre-operative periapical or panoramic radiographs showing the entire crown and root apex of each abutment tooth involved with this fixed prosthodontic partial denture (bridge). Radiographs must be dated, of diagnostic quality and labeled right and left.

delta_dental 03:49pm
Here's the information

delta_dental 03:53pm
We have received the information requested and will continue to process the claim.

 Automated messages are provided for certain IR status: canceled, expired, or returned.