

# Supporting Documentation- Online Claim Filing

What To Do and what Not To Do when attaching a JPEG (picture) file as supporting documentation.

**STATEMENT OF SERVICES RENDERED**

Valley Oaks Dental  
14600 Granada Drive  
Apple Valley, MN 55124  
(952)432-8110

**GOOD**  
-Clear Image-

CHART NO. 000 PAGE NO. 1  
BILLING DATE 04/1 2018

GUARANTOR NAME AND MAILING ADDRESS  
Apple Valley, MN 55124

*-JPEG File- Picture taken with a smartphone held vertically*

PATIENT	TOOTH	SURF	DESCRIPTION	CHARGE	CREDIT
14	14		Intraoral Periapical Images	36.00	
14	14		Crown porcelain/ceramic substr	1285.00	
14	14		Cone buildup, include any pins	344.00	
			Same Day Savings		-83.25
			Check Payment - Thank You Ch #		-1581.75

PRIOR BALANCE 0.00 CURRENT CREDITS 0.00 CURRENT CHARGES 0.00 NEW BALANCE 0.00 DENTAL INS. EST. 0.00 PLEASE PAY 0.00

**Best picture-** the image is clear and fills the screen.  
(picture taken vertically on a flat surface)

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**OKAY**  
-Extra in background-

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*-JPEG File- Picture taken with a smartphone held horizontally*

PATIENT	TOOTH	SURF	DESCRIPTION	CHARGE	CREDIT
14	14		Intraoral Periapical Images	36.00	
14	14		Crown porcelain/ceramic substr	1285.00	
14	14		Cone buildup, include any pins	344.00	
			Same Day Savings		-83.25
			Check Payment - Thank You Ch #		-1581.75

PRIOR BALANCE 0.00 CURRENT CREDITS 0.00 CURRENT CHARGES 0.00 NEW BALANCE 0.00 DENTAL INS. EST. 0.00 PLEASE PAY 0.00

**Acceptable picture-** the image is clear and all information can be read, however there is extra image in the background which causes the file to be quite large.  
(picture taken horizontally on a flat surface)

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**DO NOT DO**

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*These files are too large and are not clear.*

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14	14		Crown porcelain/ceramic substr	1285.00	
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PRIOR BALANCE 0.00 CURRENT CREDITS 0.00 CURRENT CHARGES 0.00 NEW BALANCE 0.00 DENTAL INS. EST. 0.00 PLEASE PAY 0.00

**Poor picture-** the image is almost clear, where everything can be read, but there is extra background images.

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**REALLY BAD IMAGE**  
-DO NOT DO-

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*-JPEG File- Image is not clear and it has extra background, making the file too large*

PATIENT	TOOTH	SURF	DESCRIPTION	CHARGE	CREDIT
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14	14		Crown porcelain/ceramic substr	1285.00	
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**Really Poor picture-** the image is not clear and there is extra background images.

Please take the time to get a quality image of your supporting documentation. If we cannot read the information on your picture your claim will be removed to be corrected.  
Thank you.