

Logging a Request: DDS

DDS Request Type Process Follow these steps to log a **Disability** request after selecting a request in **Logging** Task Type:

Step	Action						
1	In the Request Information section, select DDS under <i>Request Type</i> .						
2	<table border="1"> <thead> <tr> <th>If ...</th> <th>Then ...</th> </tr> </thead> <tbody> <tr> <td>A barcode is available</td> <td>Select the checkbox for DDS Barcode Available. Enter the DDS Ship to state, DDS Site# and DDS Po Box #</td> </tr> <tr> <td>A barcode is not available</td> <td>Enter the DDS Ship to state and DDS Po Box #</td> </tr> </tbody> </table>	If ...	Then ...	A barcode is available	Select the checkbox for DDS Barcode Available. Enter the DDS Ship to state, DDS Site# and DDS Po Box #	A barcode is not available	Enter the DDS Ship to state and DDS Po Box #
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3	Select Find Requester . The Address of the DDS office will appear. Please note this may be different than the Ship to state as most DDS requests are sent to centralized processing centers.						
4	Enter the Request Letter Date found on the request letter.						
5	Enter the Facility Received Date .						
6	The Reason will default to “State Disability” and Delivery Method will default to “Electronic”.						
7	Enter the Request by and ATTN . If this is not evident on the request letter, enter DDS.						
8	In the Patient Information section, complete the Patient Information fields if they were not filled in by the ADE. Note: Enter either the SSN or MBI, but not both. Even though both fields are marked with a red asterisk, only one field is required.						
9	Enter the Dates of Service requested.						
10	In the Medical Information section, select the Requested Record Types .						
11	In the General Information section, DDS is billable, we never fee-approve them, records should not be returned to the facility since we electronically deliver.						
12	Select: <ul style="list-style-type: none"> • Submit and Next to move onto the next request in your queue. • Save and Close to come back to it at a later time. • Submit and Close to submit and return to your landing page. • Submit and Fulfill to go straight to fulfillment. 						



If DDS requests are **faxed** in and go through the OCR/NLP process, HealthSource can now extract address information based off of the bar code information on the request letters. Instead of selecting “Find Requester”, you will select “Confirm Requester”. If the DDS Site # covers multiple states or PO Box numbers, the system will select the most commonly used option. You are able to override this entry.