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Upload X-rays to a Rejected Claim

To enhance the claims processing experience, we've recently implemented a new online feature that allows dental offices to upload attachments and/or attachment control numbers (ACNs) to claims that were rejected because of a missing x-ray. To add x-rays to a rejected claim, log in to HMSA Dental's [My Patient's Benefits](#) portal, MyDentalCoverage.

HMSA Dental Provider Online Services

1. Under My Patients Benefits, click on **Log in**, and this will take you to MyDentalCoverage.
2. Click on **Add X-rays to a Rejected Claim**, you'll be taken to the Account Access page, where you'll need to log in with your username and password.
3. Once you enter a claim number, click **Search**. Please note that only rejected claims with a rejection code beginning with the letter "C" can be submitted using this feature.
4. Click **Browse** to add an attachment.
5. Select the attachment to be uploaded and click **Open**. A maximum of five attachments can be added.
6. Add the ACN to the Electronic Attachment number field. A maximum of five ACN's can be added.
7. Then click **Review** and **Submit**.
8. Once you click Submit on the summary page, a new claim number will be generated.
9. Click **Done** to search for another claim.

If you have any questions or need additional information about uploading electronic attachments, please call Dental Customer Service at (808) 948-6440 on Oahu and 1 (800) 792-4672 toll-free on the Neighbor Islands from 8 a.m. - 5 p.m. (HT), Monday - Friday.