

**Procedural Standard 00-5**  
**August 1, 2007 Revised**

TO: All DES Staff

FR: A.E. Adams, Ph.D. Director, Disability Evaluation  
Services (DES)

BY: Sherry Campanelli, Program Compliance Manager

**RE: Case processing using Consultative Examination (CE) reports  
received via teledictation and remote transcription**

---

**Purpose:** The purpose of this memorandum is to describe the procedures for handling CE reports received via teledictation and remote transcription including receipt of multiple copies and/or incomplete transcriptions of dictated CE reports.

---

**Background:** In order to expedite case processing, the DES encourages CE providers to use the DES secure teledictation and transcription systems to report the results of their examinations. CE providers dictate their findings and conclusions which are in turn transcribed overnight and forwarded to DES electronically. Two hard copies of the transcribed report are mailed by DES to the provider who is required to review and correct the report, if necessary, and to return one signed copy to DES to receive payment. Finally CE providers may keep the other copy for their files. A signed copy of any teledictated report must be retained in the case file.

**Procedure:** DES staff handles the transcribed CE documents as follows:

**1. Incomplete CE report & Complete CE Report Received in Same Batch:**

When the Correspondence staff receives an incomplete dictation of a CE with a complete dictation in the same batch, the incomplete dictation is discarded and only the complete CE report is placed in the case file. Correspondence staff mail two copies of the complete CE Report to the CE provider.

**2. Incomplete CE Report but no Complete CE Report Received**

If a DES staff person (usually Correspondence staff or Disability Review staff) receives an incomplete dictation or one with missing information and there is no accompanying complete CE report, the incomplete document is forwarded to the Provider Relations Liaison (PRL) for contact with the CE provider to obtain a completed/corrected

*Revision #1. Supersedes PS 00-5 "Incomplete Dications of CE Reports and Multiple copies of CE Report " dated June 15, 2000.*

report. When the complete CE report is received the incomplete CE Report is discarded.

**3. Complete (unsigned) CE Report & Complete (signed) CE Report:**

The DR uses complete but unsigned CE reports until the signed report is received. *Once the signed* report is received, the unsigned report may be discarded unless aspects of the unsigned report have been highlighted and/or annotated to facilitate the review process.

Correspondence staff verifies receipt of a complete signed report before invoices are approved for payment.

In the occasional event that a signed CE report contains significant corrections/additions, Correspondence staff refer the report to the PRL to address, as necessary, any quality issues related to dictation and/or transcription with the relevant DES contractual service provider. If the corrections/additions are of a substantive nature, particularly in the case of a denial, the PRL will assure that the trailer material receives clinical review to assess the appropriateness of reopening and revision of the disapproval.

**Summary:** In order to expedite the disability review process, DES uses teledictation and an overnight transcription service to facilitate reporting by CE physicians and psychologists. Careful review of teledictated material is required to assure completeness and accuracy of reports received in that manner. DES assures that action is taken to clarify any unclear text and/or to obtain any missing information related to a teledictated report. A complete signed copy of each teledictated CE report must be received and associated with the case file. Duplicate copies may be discarded unless aspects of the unsigned report have been highlighted and/or annotated to facilitate the review process.