





**DELAWARE HEALTH AND SOCIAL SERVICES**  
**DIVISION OF MEDICAID & MEDICAL ASSISTANCE**  
**DELAWARE MEDICAL ASSISTANCE PROGRAM**  
**DENTAL BILLING MANUAL**

 <p><b>DELAWARE HEALTH AND SOCIAL SERVICES</b> DIVISION OF MEDICAID &amp; MEDICAL ASSISTANCE <i>Delaware Medical Assistance Program</i></p>	<h2 style="color: #800000;">Dental Billing Instructions</h2> <h3 style="color: #800000;">Revision Table</h3>
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Revision Date	Sections Revised	Description
7/1/02	All	Complete manual revision to reflect changes related to the MMIS and HIPAA compliance.
4/23/04	2.3	The statement in field 59 under Quantity, "If blank, a quantity of 1 will be auto plugged" has been removed.
3/10/07	2.3	Update to billing instructions to reflect changes related to NPI.
8/30/07	2.2, 2.3, 2.5	Clarification has been made to the billing instructions.
2/12/09	2.3	Added required legal wording for use of ADA coding.
1/17/2017	All	Updated manual in compliance with the Delaware Medicaid Enterprise System (DMES).
11/15/2019	All	Updated links for DMES and Delaware Medical Assistance Portal Compliance.
11/15/2019	All	Removal of paper dental claim information in compliance with DMES and the Delaware Medical Assistance Portal.
10/28/2022	All	Updated DXC Technology to Gainwell Technologies.

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## 1.0 Introduction

The Delaware Division of Medicaid and Medical Assistance (DMMA) establishes all policies and procedures governing the Delaware Medical Assistance Program (DMAP). The General Policy and Provider Specific Policy Manuals are to be referenced for all program guidelines.

Gainwell Technologies (Gainwell) is the Fiscal Agent for the Delaware Medical Assistance Program. Providers are to bill Gainwell for the care and services rendered to DMAP members as provided through the Delaware Medicaid Enterprise System Health Care Portal.

The Dental Billing Manual is designed as a reference tool to be utilized by DMAP providers when submitting claims for payment. This manual must be used in conjunction with the [General Policy Manual](#), [Adult Dental Program Provider Specific Policy Manual](#), [Children's Dental Program Provider Specific Policy Manual](#), and other Provider Specific Policy Manuals. The submission of proper and complete billing via the [Delaware Medical Assistance Portal for Providers](#) (Provider Portal) or an approved software vendor or clearinghouse is essential for timely and accurate claims processing and payment.

Providers should carefully read this manual and become familiar with the contents. The manual should then be referenced as needed for appropriate claims submission. Gainwell will periodically update the Billing Manual on the Delaware Medical Assistance Portal.

## 2.0 Billing Instructions

### 2.1 Introduction

Dental claims must be submitted through an approved software vendor, clearinghouse, or through the Delaware Medical Assistance Portal for Providers (Provider Portal). Dental Providers can refer to the [Approved Trading Partners for DMES X12 Transactions](#).

### 2.2 General Procedures

All Providers must adhere to the following:

- Verify member eligibility and other important member information prior to rendering services. Eligibility and other important member information should be verified via the DMAP Provider Portal <https://medicaid.dhss.delaware.gov/> or through the voice response system at 800-999-3371 regardless of the type of claim. The above two sources will provide either an eligibility or ineligibility response along with a verification number. For emergency situations where computer communication is inaccessible or not functioning, eligibility should always be verified via the voice response system. Refer to [How-To: View a Member's Eligibility through the Provider Portal](#) for assistance.
- File claims within time limits specified in section 1.19 of the General Policy manual.

- Submit dental claims via the Provider Portal or through an approved software vendor or clearinghouse.
- Ensure that a Trading Partner Agreement is on file at Gainwell.

### **2.3 Claims Submission**

Refer to [How to Submit a Dental Claim without TPL on the Portal](#) Provider Portal document for assistance with submitting dental claims.

Refer to [How to Submit a Dental Claim with TPL on the Portal](#) Provider Portal document when providing services to members with third-party insurance coverage.