



837D Companion Guide – v5010

DentaQuest

HIPAA Transaction Standard Companion Guide

837D 005010X224A2

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837D Companion Guide – v5010

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837D Companion Guide – v5010

Preface

This Companion Guide to the v5010 ASC X12N Implementation Guides and associated errata adopted under HIPAA clarifies and specifies the data content when exchanging electronically with DentaQuest. Transmissions based on this companion guide, used in tandem with the v5010 ASC X12N Implementation Guides, are compliant with both ASC X12 syntax and those guides. This Companion Guide is intended to convey information that is within the framework of the ASC X12N Implementation Guides adopted for use under HIPAA. The Companion Guide is not intended to convey information that in any way exceeds the requirements or usages of data expressed in the Implementation Guides.



837D Companion Guide – v5010

EDITOR'S NOTE:

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Table of Contents

Contents

1 INTRODUCTION..... 8

SCOPE..... 8

OVERVIEW..... 8

REFERENCES 8

2 GETTING STARTED 9

WORKING WITH DENTAQUEST 9

TRADING PARTNER REGISTRATION 9

CERTIFICATION AND TESTING OVERVIEW 9

3 TESTING WITH THE PAYER..... 9

4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS 9

PROCESS FLOWS 9

TRANSMISSION ADMINISTRATIVE PROCEDURES..... 10

RE-TRANSMISSION PROCEDURE 10

COMMUNICATION PROTOCOL SPECIFICATIONS 10

PASSWORDS 10

5 CONTACT INFORMATION 10

EDI CUSTOMER SERVICE 10

EDI TECHNICAL ASSISTANCE 10



PROVIDER SERVICE NUMBER..... 11

APPLICABLE WEBSITES/E-MAIL..... 11

6 CONTROL SEGMENTS/ENVELOPES 12

ISA..... 12

IEA..... 12

Delimiters..... 12

GS 14

GE 14

ST 14

SE..... 14

7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS 16

File Size..... 16

Naming Convention..... 16

Multiple Transactions Types In a File 16

Claim Attachments 16

Predeterminations 16

Coordination of Benefits (COB) Claims..... 16

Void Transactions..... 16

8 ACKNOWLEDGEMENTS AND/OR REPORTS 17

9 TRADING PARTNER AGREEMENTS 17

10 TRANSACTION SPECIFIC INFORMATION 18



837D Companion Guide – v5010

APPENDICES.....20

1 INTRODUCTION

SCOPE

This Companion Guide was created for trading partners to supplement the ASC X12N Implementation Guide. It does not replace the information in the Implementation Guide but clarifies usage for trading partners of DentaQuest. It contains specific information on the following:

- Data content, codes, business rules, and characteristics of the transaction;
- Technical requirements and transmission options; and
- Information on test procedures that each Trading Partner must complete prior to submitting production 837D transactions to DentaQuest

This guide is specific to electronic interfaces with DentaQuest. The information in this guide supersedes all previous communications from DentaQuest about this electronic transaction.

OVERVIEW

It is important to read through the Companion Guide and follow the recommendations and directions found within. Construction of a HIPAA compliant transaction based on the ASC X12N Implementation Guide and guidelines found in this document is key to successfully submitting claims data to DentaQuest. Sections 2, 3, and 5 describe how to communicate with DentaQuest staff. Section 4 details the connectivity options and requirements. Sections 6, 7, and 10 outline specific data requirements for the transaction. Section 8 explains acknowledgements and Section 9 explains the process for obtaining a Trading Partner Agreement with DentaQuest.

REFERENCES

Accredited Standards Committee (ASC X12)

ASC X12 develops and maintains standards for inter-industry electronic interchange of business transactions.

www.x12.org

American Dental Association (ADA)

The Dental Content Committee develops and maintains standards for the dental claims form and dental procedures codes. www.ada.org

Centers for Medicare and Medicaid Services (CMS)

CMS, formerly known as HCFA, is the unit within HHS that administers the Medicare and Medicaid programs. CMS provides the Electronic Health Care Transactions and Code Sets Model Compliance Plan at www.cms.gov

This site is the resource for Medicaid HIPAA information related to the Administrative Simplification provision.

www.cms.gov

Washington Publishing Company (WPC)

WPC is a resource for HIPAA-required transaction implementation guides and code sets. The WPC website is

www.wpc-edi.com

Workgroup for Electronic Data Interchange (WEDI)

WEDI is a workgroup dedicated to improving health care through electronic commerce, which includes the Strategic National Implementation Process (SNIP) for complying with the administrative-simplification provisions of HIPAA.

www.wedi.org



837D Companion Guide – v5010

2 GETTING STARTED

WORKING WITH DENTAQUEST

Initial contact with the EDI team at DentaQuest can be made via the email address: editeam@greatdentalplans.com. Requests should include the name of a contact and his/her phone number and email address. A team member will respond to all inquiries either by return email or phone.

TRADING PARTNER REGISTRATION

Trading Partners must establish a relationship with DentaQuest. You will receive a form to fill out with information about your organization. This should be returned to the EDI team so that trading partner registration can begin. After this information is received, you may be asked to sign a trading partner agreement and possibly a contract both drafted by DentaQuest. The EDI team will then configure a test system to accept the 837D so that testing can begin prior to deployment to production.

CERTIFICATION AND TESTING OVERVIEW

Prior to submitting production 837D claims, the Trading Partner must complete testing. Testing includes HIPAA compliance verification as well as validating the use of conditional, optional and mutually defined components of the transaction. Once the testing is satisfactorily completed, the trading partner will be certified and production exchange can begin.

3 TESTING WITH THE PAYER

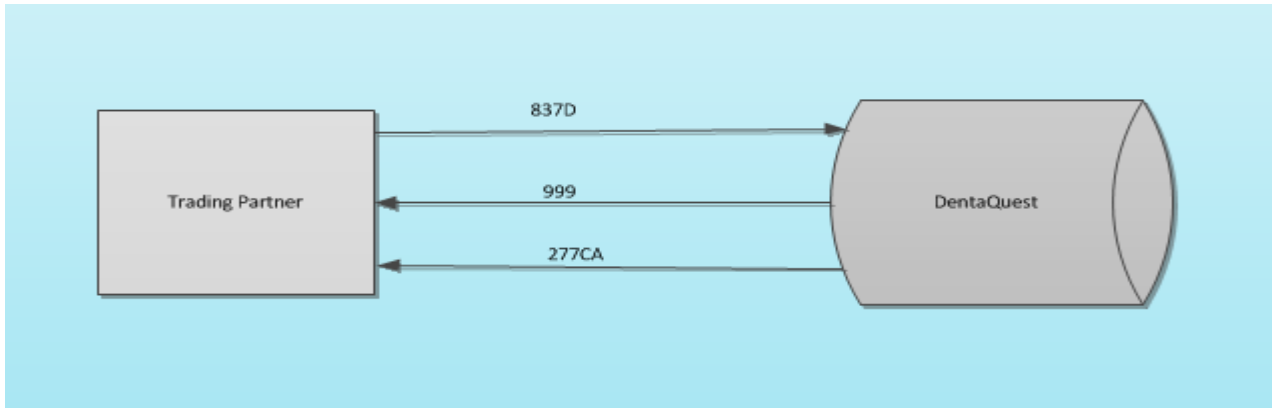
Contact editeam@greatdentalplans.com for a discussion regarding the transmission method, testing process and criteria.

Test files should contain as many types of claims as necessary to cover each of your business scenarios (original claims, void claims, replacement claims (see Section 10 for specific data requirements)).

DentaQuest will process these test claims in a test environment to validate that the file meets HIPAA standards and specific data requirements. Once the testing phase is complete and DentaQuest has given its approval, the Trading Partner may submit production 837D transactions to DentaQuest for adjudication. Test claims will not be adjudicated.

4 CONNECTIVITY WITH THE PAYER/COMMUNICATIONS

PROCESS FLOWS



TRANSMISSION ADMINISTRATIVE PROCEDURES

DentaQuest maintains various methods of exchanging EDI information. DentaQuest has created a Trading Partner Web Portal to allow trading partners to exchange Dental Claim transactions and this is the preferred method of EDI exchange. The portal allows a Trading Partner to submit and receive transactions. Outgoing transmissions, including all response transactions and functional acknowledgments, will be available only through the Trading Partner Web Portal. Other Trading Partner submission methods include SSL FTP. Contact editeam@greatdentalplans.com for more information.

RE-TRANSMISSION PROCEDURE

If a file submission fails for whatever reason, notification will be sent via the TA1 and an email. File errors would need to be corrected. A new file name and new ICN's would also need to be submitted.

COMMUNICATION PROTOCOL SPECIFICATIONS

Encryption is handled automatically as part of SSL (Secured Socket Layer) for the Web Portal or FTP session upon login. Data that pass through the SSL session are encrypted using a 128-bit algorithm and managed via The Verisign[™] Secure Site Program.

PASSWORDS

During testing you will receive an initial temporary username along with a permanent Trading Partner ID. When the user logs into the Trading Partner portal with this information the system will prompt the user for a permanent username and password.

Password reset – contact editeam@greatdentalplans.com with Trading Partner ID and username.

5 CONTACT INFORMATION

EDI CUSTOMER SERVICE

Email: editeam@greatdentalplans.com

EDI TECHNICAL ASSISTANCE



837D Companion Guide – v5010

Email: editeam@greatdentalplans.com

PROVIDER SERVICE NUMBER

For questions regarding claims payment contact Customer Service: 800-341-8478.

APPLICABLE WEBSITES/E-MAIL

<http://ww2.dentaquestgov.com/Security/Login.aspx?Id=a8abdc44-edc3-4099-a9cd-89c2e315d7e9>

6 CONTROL SEGMENTS/ENVELOPES

ISA

Reference	Definition	Values
ISA01	Authorization Information Qualifier	00
ISA02	Authorization Information	[space fill]
ISA03	Security Information Qualifier	00
ISA04	Security Information	[space fill]
ISA05	Interchange ID Qualifier	ZZ
ISA06	Interchange Sender ID	[DentaQuest-assigned 6 digit Trading Partner ID]
ISA07	Interchange ID Qualifier	ZZ
ISA08	Interchange Receiver ID	Will be shared during configuration.
ISA09	Interchange Date	The date format is YYMMDD
ISA10	Interchange Time	The time format is HHMM
ISA11	Repetition Separator	^ (carat)
ISA12	Interchange Control Version Number	00501
ISA13	Interchange Control Number	Must be identical to the interchange trailer IEA02
ISA14	Acknowledgment Request	0 – not requested 1 – TA1 requested
ISA15	Usage Indicator	T=Test P=Production

IEA

Reference	Definition	Values
IEA01	Number of included Functional Groups	Number of included Functional Groups
IEA02	Interchange Control Number	Must be identical to the value in ISA013

Delimiters

Definition	ASCII	Decimal	Hexadecimal
Segment Separator	~	123	7E
Element Separator	*	42	2A
Compound Element Separator	:	58	3A



837D Companion Guide – v5010

GS

Reference	Definition	Values
GS02	Application Sender's Code	Must be identical to the values in ISA06
GS03	Application Receiver's Code	Will be shared during configuration.
GS04	Date	The date format is CCYYMMDD
GS05	Time	The time format is HHMM
GS06	Group Control Number	Assigned and maintained by the sender
GS07	Responsible Agency Code	X
GS08	Version/Release/Industry Identifier Code	005010X224A2

GE

Reference	Definition	Values
GE01	Number of Transactions Sets Included	Number of Transaction Sets Included
GE02	Group Control Number	Must be identical to the value in GS06

The 837D can be sent with a single ST/SE envelope for all claims, or each claim can be submitted within its own ST/SE envelope. DentaQuest accepts either configuration. The preferred method is for each claim is to be sent in its own ST/SE envelope which allows for the 999 to be more specific.

ST

Reference	Definition	Values
ST01	Transaction Set Identifier	837
ST02	Transaction Set Control Number	Must be identical to the value in SE02 This is the value that will be returned in the 999
ST03	Implementation Convention Reference	005010X224A2

SE

Reference	Definition	Values
SE01	Transaction Segment Count	Number of Segments in Transaction Set
SE02	Transaction Set Control Number	Must be identical to the value in ST02



837D Companion Guide – v5010



7 PAYER SPECIFIC BUSINESS RULES AND LIMITATIONS

File Size

For 837D transactions, DentaQuest is imposing a limit of 10,000 claim transactions per submission. If you have any questions or would like to coordinate the processing of larger files, please contact the EDI Team at EDITeam@greatdentalplans.com.

Naming Convention

Trading Partner Web Portal users may use any convenient file naming convention for their 837D files claims transmitted to DentaQuest. DentaQuest's system will rename files upon receipt and issue a confirmation number for reference. FTP submitted files must adhere to the following naming convention:

Naming Convention: P837D_200001_20131010_001

P – Indicates whether this is a production or test (T) file

837D – Indicates the transaction type

200001 – Indicates the 6 digit trading partner ID

20131010 – Indicates the date the file was sent (YYYYMMDD)

001 – Indicates the sequence number of the file, incremented for subsequent submissions on the same day

Multiple Transactions Types In a File

DentaQuest does not allow multiple transaction types to be submitted within a single file submission. While the X12 standards do support the handling of multiple transaction set types to be submitted in a single file (ex. 837D and 276), DentaQuest will not support transaction bundling within a file. Transactions types must be sent separately.

Claim Attachments

An electronic standard for claim attachments has not been finalized by the Centers for Medicare and Medicaid Services (CMS). Until then, DentaQuest has an alternative method for handling electronic claims that require attachments. If you are enrolled and are using the service offered by National Electronic Attachments (NEA), DentaQuest can accept the assigned NEA control/tracking number when reported in both the notes segment (NTE segment) and the PWK06. For more information about using NEA to submit electronic attachments you may contact NEA directly at www.nea-fast.com or 1-800-482-5150.

Predeterminations

DentaQuest will not accept Predetermination of Benefits Claims. However, there are certain procedures that do require Prior Authorization. Please consult your ORM or contact Customer Service for information on which procedures require Prior Authorization.

Coordination of Benefits (COB) Claims

DentaQuest can accept Coordination of Benefits claims in the 837D transaction when you provide a copy of the primary carrier explanation of benefits as an attachment through National Electronic Attachment (NEA). See Section 6.1. The NEA tracking/control number must be reported both in the NTE and PWK segments.

Void Transactions

Void transactions are used by submitters to correct any of the following situations:

- Duplicate claim erroneously paid
- Payment to the wrong provider
- Payment for the wrong member
- Payment for overstated or understated services
- Payment for services for which payment has been received from third-party payers



837D Companion Guide – v5010

Each void transaction must include the original generated DentaQuest Claim Number (CLP07 from the 835 or Claim number from paper remittance advice).

8 ACKNOWLEDGEMENTS AND/OR REPORTS

After the submission of an 837D file, a TA1 is sent if requested. A 999 acknowledgement and 277CA will also be returned once the file is loaded.

9 TRADING PARTNER AGREEMENTS

DentaQuest is in the process of determining the need for Trading Partner Agreements for the 837D transaction. We do require trading partners to provide contact information and to submit test files to certify that the 837D process will not be disrupted.

10 TRANSACTION SPECIFIC INFORMATION

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
66	BHT	BHT02	Transaction Set Purpose Code	00	2	
67	BHT	BHT06	Transaction Type Code	CH		
70	1000A	NM109	Identification Code			Use DentaQuest assigned 6 digit Trading Partner ID
75	1000B	NM103	DentaQuest Dental Services			
75	1000B	NM109	Entity Identifier Code	XXXXXXXXXXXX		Will be shared during configuration.
84	2010AA	NM108	Identification Code Qualifier	XX		National Provider Identifier
85	2010AA	NM109	Identification Code			National Provider Identifier. If the provider organization has no subparts, then the provider's business NPI is to be sent here. If the provider organization has subparts, then the Subpart NPI should be sent here. The billing provider may be an individual only when the provider performing services is an independent and unincorporated entity, in which case the individual's NPI is reported here.
86	2010AA	N301	Billing Provider Address			Must be a street address and cannot be a PO Box. The Billing Provider Address is the street address or physical location where the services were rendered.
87	2010AA	N401	Billing Provider City Name			Rendering location city name.
88	2010AA	N402	Billing Provider State			Rendering location state.
88	2010AA	N403	Billing Provider Zip Code			Rendering location zip code.
96	2010AB		Pay to Provider Name			Do not send this loop. This loop will not be

Page #	Loop ID	Reference	Name	Codes	Length	Notes/Comments
						considered in claims processing. Payments are sent to the billing office on file.
160	2300	PWK01	Claim Supplemental Information	OZ		DentaQuest usage of the PWK Segment is limited to reporting of the National Electronic Attachment (NEA) number for attachments
160	2300	PWK02	Report Transmission Code	FT		
161	2300	PWK05	Identification Code Qualifier	AC		Attachment Control Number
161	2300	PWK06	Attachment Control Number			National Electronic Attachments (NEA) attachment tracking/control number
205	2310C		Service Facility Location Name			Do not send. This is only applicable when reporting a location external to the organization reported as the Billing Provider in 2010AA. DentaQuest does not accept claims from sources external to the Billing provider.
284	2400	LX	Service Line Number			The Implementation Guide specifies that the maximum number of service lines is 50. It is important to adhere to this maximum.



837D Companion Guide – v5010

APPENDICES

Change Summary

Date	Version	By	Description of Changes
12/4/18	1.1	TKegley	Updated Logo
5/8/26	1.2	TKegley	DQ Interchange Receiver ID removed for Public version