



EmblemHealth Teledentistry Guidelines for Dental Providers

EmblemHealth is closely following the American Dental Association's (ADA) Interim Guidance for Coding and Billing released on March 25, 2020 for access to care via teledentistry.

Please visit the ADA website (ada.org) to view the interim guidance. You can also visit the Centers for Disease Control and Prevention's (cdc.gov) website for general information regarding COVID-19.

Recognizing the need for teledentistry during COVID-19, EmblemHealth has implemented the following additional guidelines effective until May 31, 2020.

EmblemHealth Billing and Interim Guidance

- EmblemHealth has not stopped processing claims during the COVID-19 emergency.
- Emergency services performed in a dental office should continue to be billed normally as services are rendered.
- Emergency services rendered continue to be reimbursed by EmblemHealth in accordance with fee schedules and the member's benefits plan.
- EmblemHealth strongly recommends providing informed consent forms to patients for care to be rendered via virtual teledentistry services, which also contain information for billing and charges.

ADA guidelines for a virtual appointment via telecommunication

- Technology utilizing method of communication platforms open to the public is prohibited, such as social media encounters on Facebook Live, Twitch, and TikTok.
- Technology utilizing closed method of communication is acceptable, such as Facebook Messenger, video-conference via mobile device, telephone conversation, computer-based software (such as Skype or Zoom), as well as smartphone communication via text message, email, and photos.
- Patients must be made aware of privacy implications when using these communication methods and encryption must be used whenever possible.
- Encounters via telecommunication must be properly documented in a patient's record. Proper documentation of services provided must include details of encounter such as date of service, time and duration, along with supportive documentation describing encounter.

Services must be provided in accordance with most current ADA COVID-19 Coding and Billing Interim Guidance. For this guidance and other COVID-19 information from the ADA, please visit success.ada.org/en/practice-management/patients/infectious-diseases-2019-novel-coronavirus.

EmblemHealth will pay for the following specified oral evaluations in conjunction with teledentistry codes as defined below.

D0140 Limited Oral Evaluation, Problem Focused (for new and existing patients)

D0170 Re-evaluation, Limited Problem Focused (existing patients)

D9310 Consultation (subject to normal plan provisions and provider specialty)

These oral evaluations can be conducted via teledentistry to triage, diagnose, or evaluate a patient's condition during this emergency period and are only to be used for emergency or urgent care.

Existing plan service frequency limitations for specified oral evaluations are updated with the following restrictions:

- EmblemHealth is expanding coverage for one (1) additional problem focused oral evaluation (D0140), and only if necessary, one (1) problem focused reevaluation (D0170) during the COVID-19 crisis. This allowance is in addition to existing plan benefit frequencies. This expanded coverage for D0140 and D0170, if necessary, will be payable one time during a seven (7) calendar day period until May 31, 2020.
- All other terms, conditions, limitations, and exclusions of plan continue to apply except as specifically modified by this policy.
- Plan cost-share and annual maximum remains unchanged.

Teledentistry Coding

EmblemHealth considers teledentistry codes inclusive of diagnostic services. There is no separate benefit for reimbursement for teledentistry codes.

D9995 Synchronous Encounter Teledentistry (real-time)

D9996 Asynchronous Encounter Information stored and forwarded for subsequent review by dentist.

EmblemHealth additional coverage guidelines for clinical oral evaluations

D0171 (Re-evaluation, post-operative visit)

Included in original procedure performed. There is no separate reimbursement for this procedure, nor should it be billed to the patient.

D9992 (Dental case management, care coordination)

Not a covered benefit on EmblemHealth plans.

D9311 (Consultation with a medical health care professional)

Not a covered benefit on EmblemHealth plans.