



April 14, 2020

SUBJECT: COVID-19 Teledentistry Benefit Update for TennCare Providers

Dear Valued TennCare Provider:

CMS and ADA have sent out guidance on Teledentistry CDT procedure codes and nomenclature in response to the COVID-19 crisis.

Teledentistry is the practice of dental care delivery by a practitioner located at a site other than the site where the patient is located for the purpose of evaluation, diagnosis, or treatment.

Teledentistry services include two-way audio and video for interactive communication between the enrollee and the provider.

Teledentistry services provided under TennCare must be performed by licensed dentists within their scope of practice.

The member record must include proper documentation when teledentistry services are provided. Proper documentation includes the patient's chief complaint, provider's feedback and guidance to the patient, as well as any medications prescribed and appropriate next steps.

Teledentistry is beneficial to enrollees by providing:

- Expanded access and after-hours care
- Remote monitoring and management for chronic conditions
- Reduced hospital visits
- Reduced waiting time to see a physician or dentist
- Reduced travel time and cost

Teledentistry is beneficial to providers by offering:

- Cost savings
- Improved convenience
- Better care coordination

More guidance from the ADA on teledentistry is available at:

https://success.ada.org/~media/CPS/Files/COVID/ADA_COVID_Coding_and_Billing_Guidance.pdf



In an effort to help you better serve your patients during the pandemic, TennCare has implemented the following codes for a limited time – starting **April 13th, 2020** and ending **May 31st, 2020**.

The following CDT code services may be provided through teledentistry at the standard TennCare rate:

D0140 - limited oral evaluation – problem focused

D0170 - re-evaluation – limited, problem focused (established patient; not post-operative visit)

D9110 - palliative (emergency) treatment of dental pain

*If provided through teledentistry, the above codes *must* be billed with one of the following modifiers:*

D9995 - teledentistry – synchronous; real-time encounter

Example: Live video (synchronous): Live, two-way interaction between a person (patient, caregiver, or provider) and a provider using audiovisual telecommunications technology.

D9996 - teledentistry – asynchronous; information stored and forwarded to dentist for subsequent review

Example: Store-and-forward (asynchronous): Transmission of recorded health information (for example, radiographs, photographs, video, digital impressions and photomicrographs of patients) through a secure electronic communications system to a practitioner, who uses the information to evaluate a patient's condition or render a service outside of a real-time or live interaction.

These modifiers will have a fee of \$0.00; however, submission of the modifier on the claim will be required for tracking and audit purposes to show the service was provided through teledentistry.

If you have questions, you may contact DentaQuest Provider Services at 855-418-1623.

Thank you for your continued support in working with us to provide quality dental services to the members of your community.

Sincerely,

A handwritten signature in cursive script that reads "Jacqueline Clouse".

Jacqueline Clouse MA, RHIT, CCP, CPC

Director, Network Management, Southeast Region