

## Teledentistry Coverage Guidance

Effective January 1, 2022, Delta Dental of South Dakota reimburses certain services when provided via teledentistry. Services provided via teledentistry must meet the applicable standard of care and be provided through a secure audio/visual service. When reporting a service completed via teledentistry, providers are certifying the services rendered to the patient were functionally equivalent to in person services.

The following services may be provided via teledentistry:

- D0120: Periodic oral evaluation—established patient
- D0140: Limited oral exam
- D0145: Oral evaluation for a patient under 3 years of age
- D0150: Comprehensive oral evaluation—new or established patient
- D0180: Comprehensive periodontal evaluation - new or established patient
- D0190: Screening of a patient
- D0191: Assessment of a patient
- D0210: Intraoral—complete series of radiographic images
- D0220: Intraoral—periapical first radiographic image
- D0230: Intraoral—periapical each additional radiographic image
- D0240: Intraoral—occlusal radiographic image
- D0270: Bitewing—single radiographic image
- D0272: Bitewings—two radiographic images
- D0273: Bitewings—three radiographic images
- D0274: Bitewings—four radiographic images
- D0330: Panoramic radiographic image

Coverage of services done using teledentistry is subject to the Delta Dental national processing policies, including any frequency limitations. Delta Dental will make benefit determinations based on applicable policies and member plan documents.

Providers that primarily or only see Delta Dental of South Dakota members via teledentistry will only be reimbursed for D0140 (i.e., a dentist who works for an

online teledentistry service based in another state can only receive payment for a problem focused exam, not a comprehensive or periodic exam).

The services must be of sufficient audio and visual fidelity and clarity to be functionally equivalent to a face-to-face encounter. Services provided via email, audio only telephone, and facsimile transmissions as teledentistry services are not reimbursable.

## **Billing**

When reporting a service completed via teledentistry, providers are certifying the services rendered to the patient were functionally equivalent to a face-to-face encounter.

Providers must include one of the following codes on claims for services completed via teledentistry:

- D9995 – Teledentistry, synchronistic; real-time encounter; or
- D9996 – Teledentistry, asynchronistic; information stored and forwarded to dentist for subsequent review

The teledentistry code should be submitted at the provider's usual and customary rate.

## **Reimbursement**

Reimbursement for teledentistry is equal to reimbursement for face-to-face encounters. CDT D9995 or D9996 are reported in addition to other procedures delivered on the date of service but are not separately reimbursable.

Teledentistry is considered part of the service completed and inclusive of overall patient management.

## **Documentation**

Delta Dental of South Dakota will treat claims for services completed by teledentistry the same as a face-to-face encounter of the same code. Providers must document services completed via teledentistry in the same manner as in person services. This includes documentation of details about the date and time, mode of service delivery, service provided, diagnoses, treatment plan, etc. in the patient's clinical notes.