Memo From Northeast Delta Dental to Participating Dentists
Re: Teledentistry Claims Filing

March 30, 2020

**Northeast Delta Dental- Teledentistry Information**

This includes notes sent out by Northeast Delta Dental on descriptions, definitions, coding, and submitting a claim.

What is teledentistry? In short a dentist is making a diagnosis without the patient being at the same location as the dentist. The dentist might be reviewing radiographs, charting, or a video, all of which were created at an earlier time or date (asynchronous), and submitted from another location or the dentist could be making a diagnosis real-time as audiovisual telecommunications technology is being used to transmit live videos and information to the dentist (synchronous), at a different location, from which s/he shall make a diagnosis. At this time, Maine, New Hampshire and Vermont, by executive order and for as long as each state has declared a state of emergency, have expanded the definition of teledentistry to include audio-only telecommunications technology to transmit information to the dentist (synchronous), at a different location, from which s/he shall make a diagnosis.

**ADA document “Covid-19 Coding and Billing Interim Guidance”**


From the ADA: Teledentistry refers to the use of telehealth systems and methodologies in dentistry. Teledentistry can include patient care delivery using, but no limited to the following modalities.

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

- Store-and-forward (asynchronous): Transmission of recorded health information (for example radiographs, photographs, video, digital impressions and photomicrographs of patients) through a secure electronic communication 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.

- Remote patient monitoring (RPM): Personal health and medical data collection from an individual in one location via electronic communication technologies, which is transmitted to a provider (sometimes via a data processing service) in a different location for use in care and related support.

- Mobile health (mHealth): Health care and public health practice and education supported by mobile communications devices such as cell phones, tablet computers, and personal digital assistants (PDA).“
Northeast Delta Dental Suggestions for Teledentistry Claim Formulation and Submission-
Assuming you have taken the steps necessary to support performing procedures via teledentistry, we will use the example of what you must do to submit for one of the evaluation (exam) procedures; let’s say a D0140 which you have performed. You have reviewed the information sent to you electronically or as a real-time video and now you want to bill for the D0140.

You still need to submit a claim. The submission can be electronic or a paper claim form. In either case, you will still need to submit the information in one of these two manners. The only new information you really need to be aware of, as far as billing for the D0140 is that even though you may have reviewed the case at home we are asking you to bill using your dental office’s address, the one where you would normally be providing the service at, and not your home address (Field 56 on the ADA claim form – Treating Location Information). You can identify the procedure as having been rendered via teledentistry by placing the code “02” in the place of treatment field (Field 38 on the ADA claim form – Place of Treatment). We are asking for your office’s address so the claims processor will tie the claim back to the address(es) in our records for which there is a participating agreement attached. Beyond that you, and certainly your team, are aware of all the other information which still must also be provided on the claim form for the procedure to go through the payment process.

What is really new is that at this time, in an effort to support dentists in our networks, we are letting you know that beginning March 23, 2020 and through April 30, 2020 (Dates of Service) we will be reimbursing dental offices which participate with Northeast Delta Dental for the two ADA CDT (transmission/encounter) codes D9995 and D9996! Normally these codes are not covered services and, if performed, are not billable to the patient by a participating dentist. Please be aware, when the claim is processed and you receive a remittance advice, these two procedures will still indicate the service is disallowed/ denied and not billable to the patient but in Mid-May we intend to run reports identifying any of these procedures submitted to us by Northeast Delta Dental participating dentists and produce an administrative check for your office paying the procedures at 100% up to Delta Dental’s Maximum Allowable Charge for those procedures. We are handling these procedures in this manner as whatever the final payments to your offices will be we do not want that money to be charged back to our group accounts or subscribers, which it would be if we paid for them as part of the normal claims processing process. These payments are being made by Northeast Delta Dental to you as a recognition of your support and partnership over these many years, for which we are very thankful. I do want to stress however, this assistance at this time is only for Northeast Delta Dental participating dentists and covered individuals and does not apply to any other Delta Dental Member Companies or Commercial Carriers and is limited to our crisis period, March 23 – April 30, 2020 (we may go beyond April 30 if life has not returned to some degree to more normal times).

The definition of synchronous (in real time/D9995) “technology” has been expanded from live interactive video-only consultations to also include audio-only (phone) consultations.

In addition, asynchronously (not in real time/D9996) audio/visual technologies, audio-only technologies and any other electronic media that support the consultation or examination of patients are included in the definition of telehealth.

Fees for services falling within these definitions for transmitting information should be billed using the appropriate code D9995 or D9996 along with the actual service provided, in this example case the evaluation, CDT code D0140 on the same claim form.