To:	Dental Providers Participating in Nebraska Medicaid Program
From:	Jeremy Brunssen, Interim Director
Date:	April 9, 2020
Re:	COVID-19 Teledentistry Update

This provider bulletin is being issued to provide helpful information on teledentistry in an effort to support dental providers and ensure the dental health of patients while Nebraska Medicaid responds to the COVID-19 pandemic.

For services rendered using teledentistry technology:
If you are providing care using teledentistry technology to triage patients or offer an evaluation to determine if the situation is urgent or emergent, then the following CDT codes can be used to document and report the services in the patient's record. When delivering care via teledentistry the dentist providing the service, the nature of the care including date/time/duration of encounter and reason for encounter, and diagnosis and treatment recommendations given must be documented in the patient's record. Teledentistry services are reimbursed at the same rate as face to face care. During the COVID-19 emergency a temporary code has been added that allows for telephone triage by a dentist. Telephone triage by a dentist cannot be delegated to a hygienist or another staff member. Documentation requirements are the same as teledentistry.

Oral Evaluations:
1. D0140 limited oral evaluation – problem focused
An evaluation limited to a specific oral health problem or complaint. This may require interpretation of information acquired through additional diagnostic procedures. Report additional diagnostic procedures separately. Definitive procedures may be required on the same date as the evaluation. Typically, patients receiving this type of evaluation present with a specific problem and/or dental emergencies, trauma, acute infections, etc.

2. D0170 re-evaluation – limited, problem focused (established patient; not post-operative visit)
Assessing the status of a previously existing condition. For example:
   • A traumatic injury where no treatment was rendered but patient needs follow-up monitoring;
   • Evaluation for undiagnosed, continuing pain;
   • Soft tissue lesion requiring follow-up evaluation.

3. D0171 re-evaluation – post-operative office visit

Teledentistry Code:
When you are providing the above services in a teledentistry environment use the following code in addition to those cited above:
1. D9995 teledentistry – synchronous; real-time encounter
   • Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.

Telephone Code:
When providing services via telephone use only the following code:
1. D9999 adjunctive code- to be used for audio only, consultation between dentist and patient. The rate for this code is $14.47.

Indian Health Service

As long as either the provider or the patient is in the four walls of the facility, the encounter rate applies for IHS.

Provider Bulletins, such as this one, are posted on the DHHS website at http://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx. Please subscribe to the page to help you stay up to date about new Provider Bulletins.

DHHS has a dedicated COVID-19 web page at: http://dhhs.ne.gov/pages/Coronavirus.aspx

The CDC's dedicated page is available at: https://www.cdc.gov/coronavirus/2019-ncov/index.html