



Navigating Billable Evaluations with Teledentistry During COVID-19

Welcome

Thanks for joining.

- How the webinar works.
 - This will be recorded and emailed to you.
-

Our Experience



We've been in the teledentistry space for almost 10 years and have seen teledentistry evolve and come to the forefront of a vast range of dental settings.

COVID-19 is causing every practice to re-think how they see patients.



Welcome

TeleDent is the leading teledentistry platform that keeps your practice connected to your patients.



THE CURRENT SITUATION

Current Status



- ADA Recommendations
- CMS Recommendations
- State by State Public Health Decisions
- Emergency Procedures Only
- Federal HIPAA Penalties Waived
 - State Restrictions Still Exist
 - **Violations May Still Make You Liable**



WHEN TELEDENTISTRY?

When Does Teledentistry Help Now?

- Emergency Oral Triage
- Patient Consultations via Live Video
- Patient Consultations via Messaging and Images
- Patient Communication
- Care Coordination



Why Does Teledentistry Help Now?

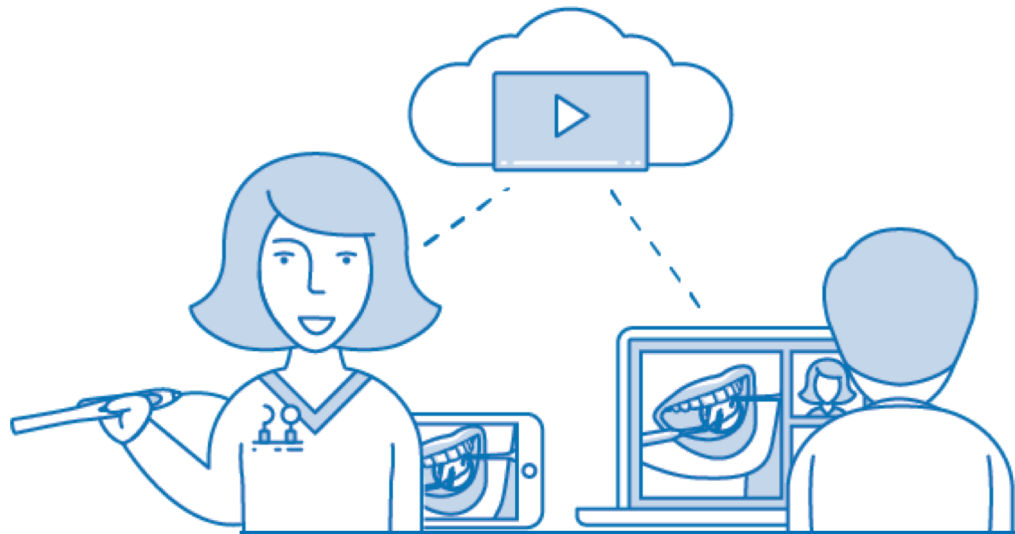
- Serve your patients
- Meet prescribing requirements
- Elevate your practice in your community
- Provide leadership and resources
- Offer support for healthcare settings
- Keep your team safe





TELEDENTISTRY 101

Key Modes of Teledentistry



01 Live Synchronous

Live stream of data or video conferencing connects providers: provider with the patient and a remote provider, a dentist, specialist or in some cases other care provider.

CDT D9995

Key Modes of Teledentistry

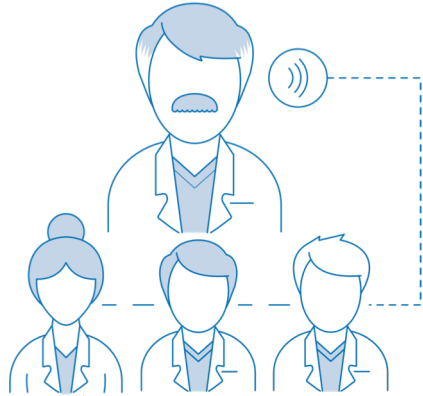


02 Store and Forward Asynchronous

The on-site provider captures patient and exam data that can be batched, assigned, and triaged. A dentist or specialist can send treatment plans/recommendations.

CDT D9996

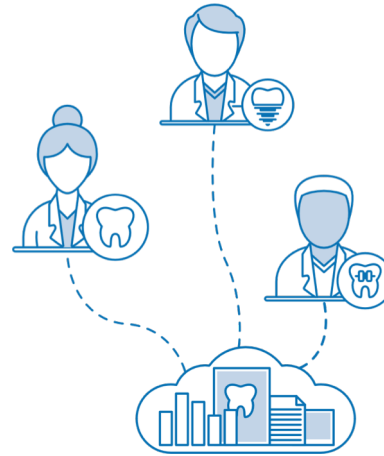
Some Additional Benefits of Teledentistry



Mentorship and Education

Cloud based treatment plans combined with live video conferencing and screen sharing, reviewed by senior clinicians.

Trust transfer to patients, maintaining relationships during practice transitions.



Referrals and Collaboration

Secure data review and consultation via live video and screen sharing facilitates coordinated care.

Roaming specialists are available to dentist at any time, also saving chair time allocated for specialist consultations.

The Circumstances Have Changed

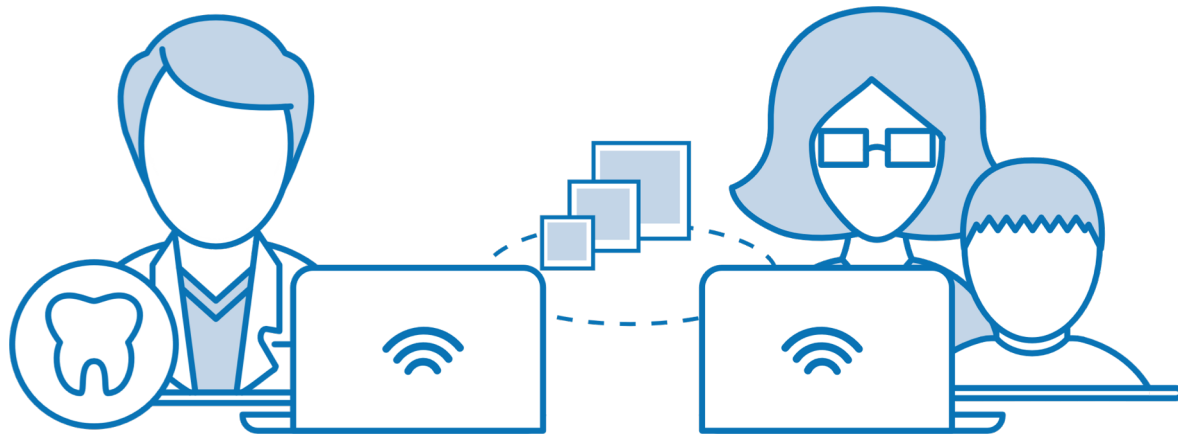
For now, the role teledentistry will play is in connecting dental practices and patients for:

- Consultation
- Evaluation
- Screening
- Prescribing
- Collaboration
- Communication



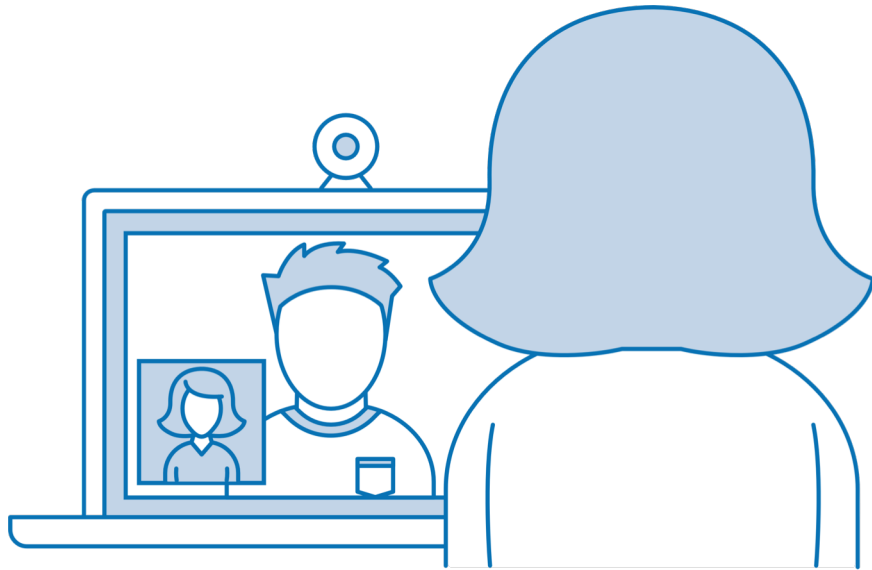
PATIENT FACING TELEDENTISTRY

Patient Facing Messaging via Patient Portal



- Secure Messaging (asynchronous)
 - Sharing messages, images, files and more in a convenient, secure way
 - Patients can attach images from cellphone, camera or webcam for consultation
 - Real time or email notifications if patient is offline
 - Basic COVID-19 screening questions can be shared for evaluation
 - Convenient way to share case information, basic communications, home care instructions, appointment details and more

Patient Facing Video Conferencing



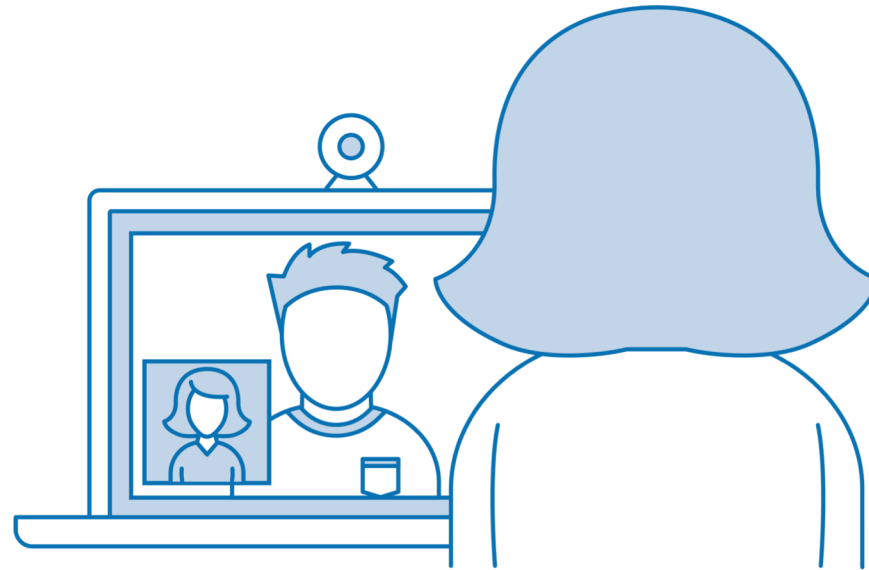
- Video Conferencing (synchronous)
 - Provider and patient discuss clinical needs and plan for office visit if emergency visit is required
 - Offer general consultations or post-treatment follow up which would have previously required an office visit
 - Option to provide patient with intraoral camera for more complex or at-risk cases
 - Used for evaluating need for prescriptions
 - More effective than telephone evaluations

Benefits to Providers

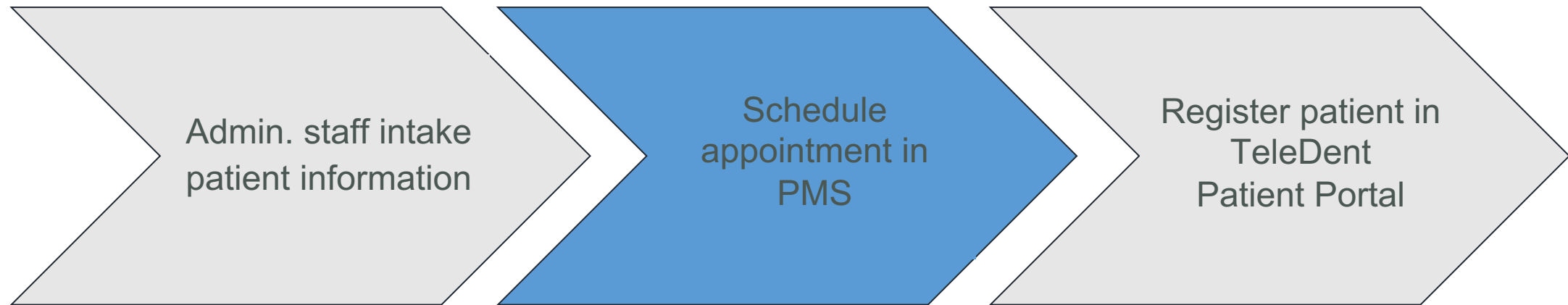
Patient Facing Communication

- **Prescreen patients to assess and prioritize or defer treatment**
 - Share protocols for emergency appointments when needed
 - Conduct COVID-19 screening before patient travels to office
 - Provide personalized expectations of appointment to patient
 - Authorize prescriptions
- **Provide oral health support directly to patients**
 - Encourage lifestyle education, oral health instruction, palliative care instructions
- **Reach potential future patients as a community resource**
- **Position practice as integral in the community**
- **Show responsiveness of practice to patient needs**
- **Embrace technology patients are comfortable with during social distancing**

Example workflow using synchronous video-conferencing...



Workflow- Scheduling



Workflow- Initiating Video Session in TeleDent



Workflow- Video Session



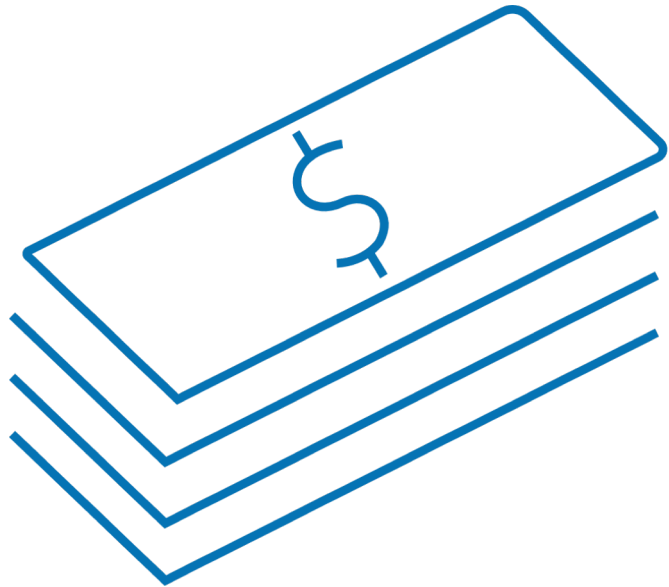
Workflow- Billing





REVENUE THROUGH TELEDENTISTRY

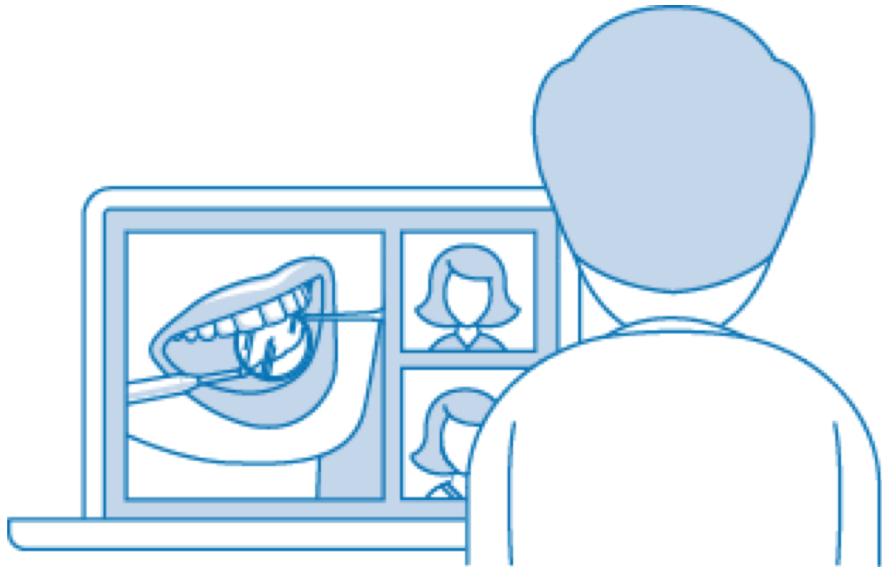
Reimbursement for Teledentistry



Overview

- Fee-for-service
- Charge patient fee and submit insurance claim
- Process claim and offer as a service to patients

Reimbursement for Teledentistry



How To Introduce To Patients

- Website
- Email Blast
- Text Messaging
- Social Media
- Personal Introduction
 - RDH review records from recent patients and reach out through portal



BASIC DENTAL CODING DURING COVID-19

COVID-19 Coding and Billing Interim Guidance

ADA[®]

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

Coding

Use the following codes upon providing emergency care for patients during COVID-19:

- 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.

Coding

Use the following codes upon providing emergency care for patients during COVID-19:

- D0170 — re-evaluation, limited, problem focused (established patient; not postoperative visit)

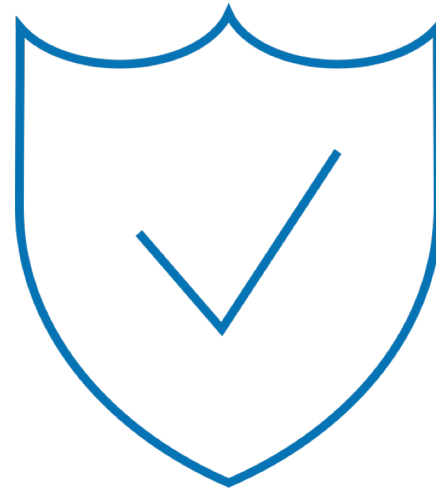
Assessing the status of a previously existing condition. For example: - a traumatic injury where no treatment was rendered but patient needs follow-up monitoring; - evaluation for undiagnosed continuing pain; - soft tissue lesion requiring follow-up evaluation.

Coding

Use the following codes upon providing emergency care for patients during COVID-19:

- D0171 — re-evaluation, post-operative office visit

When providing services via teledentistry, one of the following codes should *also* be reported



Coding

Use the following codes upon providing emergency care for patients during COVID-19:

- D9995 — teledentistry synchronous; real-time encounter

Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.

Coding

Use the following codes upon providing emergency care for patients during COVID-19:

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

Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.



THIRD PARTY COVERAGE OF TELEDENTISTRY

Coverage

(D0140, D0170, D0171 with D9995 or D9996)

- Delta Dental
- Envolve Dental →
- Guardian
- Humana
- Liberty

“In response to COVID-19 emergency measures, we will cover CDT codes D0140, D0170, D0171 when reported with teledentistry codes D9995 or D9996, as applicable. We will pay D9995 and D9996 at established state fee schedule rates, if available. In the absence of respective state rates, D9995 will be reimbursed at \$12.27 and D9996 will be reimbursed at \$14.80. It is limited in time to the shorter of 90 days or the lifting of COVID-19 emergency measures limiting dental services to emergency services only.”

Subject to change

Coverage

(ONLY D0140, D0170 with D9995 or D9996)

- Aetna
- Ameritas
- Cigna
- Lincoln Financial Group
- MetLife
- Principal
- Sun Life

“Will reimburse for it when performed via teledentistry, same as if it is performed in a traditional practice setting. We cover D0140 and D0170 today. We do not currently cover D0171. We do not offer a separate benefit for the two teledentistry codes. When submitted, we use those codes to alert us that the service was not performed in a traditional office setting.”

Subject to change

Coverage

(ONLY D0140 with D9995 or D9996)

- United Concordia



“Yes to D0140 when performed using phone or video will be covered for the next 90 days.”

Subject to change

Coverage

(No Coverage)

- Blue Cross Blue Shield
- United Healthcare
- GEHA
- Starmount
- Wellpoint

Subject to change

Factors to Consider

- State practice acts
- State telehealth policy (eligible providers)
- Ever-changing policies and landscape
- Patient facing reimbursement policies may change



Teledentistry Legislation Prior to COVID-19

Teledentistry	Policy (State and/or Private Payer)	Reimbursed	Limiting Language	Participate
Example 1	Yes	Yes	No	Yes
Example 2	Yes	Yes	Yes	Yes
Example 3	No	Maybe	No	Yes
Example 4	No	Maybe	Yes	Yes- limited

Remember scope of practice and supervision laws



LIABILITY

MALPRACTICE
INSURANCE WILL
COVER EVERYTHING
THAT IS NORMAL AND
CUSTOMARY

DRUG ENFORCEMENT ADMINISTRATION

(21 U.S.C. 829(e))-controlled substances prescription required an in-person consultation

42 U.S.C. 247d (section of the Public Health Act)- Public Health Emergency declared on Jan. 31, 2020

1. Legitimate medical purpose
2. Communicate through audio-visual, real-time, two-way interactions
3. Acting in accordance with Federal & State laws

Health Insurance Portability & Accountability Act



HHS Office for Civil Rights will waive penalties for HIPAA violations



Caution- OCR statement does not override state HIPAA regulations



Licensing Waiver

Louisiana
Mississippi
North Carolina
Tennessee
Washington
District of Columbia
Arizona
California



MOVING FORWARD

How We Can Help



MouthWatch plans to be a resource to the country's dental providers during these challenging times.

- Clinical recommendations for teledentistry
- Resources for workflows and screenings
- Reimbursement and legislative updates
- Community support for continual improvement
- Leading expertise

Leading Teledentistry Advisors

We have brought together leading experts for a COVID-19 specific advisory board. They are experts in teledentistry, public health, legislation, clinical care, infection control.



**Dr. Margaret
Scarlett**

Dr. Scarlett is a consultant to the CDC, infectious and chronic disease prevention specialist, dentist and author. Retired Captain from the US Public Health Service.



**Dr. Paul
Glassman**

Dr. Glassman is a nationally recognized expert on teledentistry. He developed the Virtual Dental Home project in California, brought about legislative changes and consults for many teledentistry programs.



**Dr. Scott
Howell**

Dr. Howell is the Director of Teledentistry and Assistant Professor at ATSU. He has developed screening and imaging protocols and curriculum for teledentistry.



**Michelle Strange,
RDH**

Michelle is a practicing hygienist, speaker, writer, consultant and podcast co-host for "A Tale of Two Hygienists." She has expertise in infection control and oral hygiene education.

Leading Teledentistry Advisors

We have brought together leading experts for a COVID-19 specific advisory board. They are experts in teledentistry, public health, legislation, clinical care, infection control.



**Dr. Scott
Froum**

Scott Froum, DDS, is a periodontist in private practice. He is the editorial director of Perio-Implant Advisory and serves on the editorial advisory board of Dental Economics.



**Patti
DiGangi**

Patti DiGangi is a dental coding expert who works with dental professionals to demystify coding. Patti also shares her insights and expertise through her DentalCodeology series of books. She is a renowned speaker and author.



THANK YOU

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