

April 17, 2020

Teledentistry – COVID-19 Temporary Policy

To address COVID-19 concerns, ND Medicaid is issuing this temporary teledentistry policy to provide flexibility for members and providers to receive and deliver services. This policy covers services rendered on dates of service that fall between March 20, 2020 and the date the national emergency, as authorized in Title V of the Stafford Act, is declared over.

Criteria

Teledentistry is delivery of patient care and education where there is live, two-way interaction between the patient at one physical location, and the dental, medical, or health caregiver at another location. The communication is real-time and continuous between all participants who are working together as a group. Use of audiovisual telecommunications technology means that all involved persons can see what is happening and talk about in a natural manner.

Documentation/Billing Requirements

The dentist oversees the teledentistry event and via diagnosis and treatment planning, completes the oral evaluation, documents, and reports the CDT code.

Temporary Health Insurance Portability and Accountability Act (HIPAA) Changes

On March 17, 2020 the United States Office of Civil Rights (OCR) released this [notice](#), allowing covered health care providers that want to use audio or video communication technology to provide telehealth to patients during the COVID-19 nationwide public health emergency the ability to use any non-public facing remote communication product that is available to communicate with patients. Some of these technologies, and the manner in which they are used by HIPAA covered health care providers, may not fully comply with the requirements of the HIPAA Privacy, Security and Breach Notification Rules.

During the COVID-19 nationwide public health emergency, OCR is exercising its enforcement discretion to not impose penalties for noncompliance with the HIPAA rules in connection with the good faith provision of telehealth using non-public facing audio or video communication products including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks and providers should enable all available encryption and privacy modes when using such applications.

Under this Notice, however, Facebook Live, Twitch, TikTok, and similar video communication applications that are public facing, should not be used in the provision of telehealth by covered health care providers.

Coding Guidelines

The American Dental Association Guidelines can be found at:

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

The patient record must include the CDT Code(s) that reflects the encounter. The claim submission must include all applicable CDT codes. Claim submissions must be billed utilizing place of service (POS)/place of treatment code 02 or the dental claim will be denied. Service authorization is not required. Documentation within the patient record must meet ND Medicaid's documentation guidelines.

MEDICAL SERVICES

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Place of Service code **02** is recorded in Item #38 on the claim form.

ANCILLARY CLAIM/TREATMENT INFORMATION

38. Place of Treatment (e.g. 11=office; 22=O/P Hospital)
(Use "Place of Service Codes for Professional Claims")

Note: POS is at the claim level for dental services, which means it pertains to all services reported on the claim submission.

Covered Services

D0140, D0170, or D0171 will be reimbursed for the following:

- Patient contact with dentist who provides the problem focused evaluation using audio and visual means.

Non-Covered Services

- Screening code D0190
- Dental case management code D9992
- Examinations via online/email/electronic communication
- Patient contact with dentist who provides the consultation using *audio means only (no visual component)*
- Virtual Check-In

Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs)

Revenue code 0780 should only be reported along with Q3014 when the FQHC is the originating site. When providing teledentistry services to patients located in their homes or another facility during the COVID-19 public health emergency, FQHCs and RHCs should continue to bill the revenue code listed below along with the CDT code for the service rendered appended with modifier GT or 95. If a non-HIPAA compliant platform is used, or the service is being provided telephonically with audio only, condition code DR should be populated in field 18 of the UB04 or the electronic equivalent.

Revenue Code 521: Clinic visit by member to RHC/FQHC

The entire Covid-19 Temporary Telehealth Policy for FQHC/RHC can be viewed here:

<https://www.hhs.nd.gov/sites/www/files/documents/DHS%20Legacy/policy-medicaid-temporary-telehealth.pdf>