Date: April 7, 2020

To: Dental providers
    Dental care organizations
    Coordinated care organizations

From: Nathan Roberts, Traditional Programs manager
       Medicaid Programs, Health Systems Division

Subject: Audio-only teledentistry services are also covered during the COVID-19 emergency

The Oregon Health Authority is providing the following clarifications to the March 26, 2020 announcement about expanded teledentistry coverage effective January 1, 2020 during the COVID-19 emergency:

- Dental practitioners may also provide **audio-only** telephone services using procedure code D9995 during the COVID-19 emergency, if synchronous audio/visual service is not available or feasible.
- Services such as Facetime, Skype or Google Hangouts can be used for service delivery because certain HIPAA requirements for encryption will not be enforced during the COVID-19 emergency. For details, visit the federal Office of Civil Rights website.

Why is this happening?
The Health Evidence Review Commission has updated Guideline Note A005 of the March 13, 2020 Prioritized List of Health Services to include coverage of audio-only telehealth services during the COVID-19 emergency. Sections 4 and 5 of Oregon Administrative Rule 410-120-0011 (Effect of COVID-19 Emergency Authorities on Administrative Rules) and the state’s discretion also allow dental practitioners to provide audio-only teledentistry services.

What should you do?
Practitioners may provide and bill for audio-only teledentistry services using code D9995 if synchronous audio/visual delivery methods are not available and the services meet the criteria outlined in OHA’s March 26, 2020 guidance. When billing for teledentistry services:

- Use Place of Service 02 regardless of whether the connection is by audio/video or regular telephone.
- No modifier is required, as modifiers are not used on dental claims.

Questions?
If you have any questions about this announcement, contact Kellie Skenandore, Dental Program Manager at Kellie.M.Skenandore@dhsoha.state.or.us.

In these unprecedented times, OHA appreciates your efforts to continue serving our most vulnerable Oregonians using these new avenues for treatment.