

INFORMATIONAL LETTER NO. 2124-MC-FFS-D-CVD

DATE: April 6, 2020

TO: All Iowa Medicaid Dental Providers, Federally Qualified Health Centers (FQHC)

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D), Coronavirus Disease (CVD)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Teledentistry

EFFECTIVE: March 13, 2020

In response to the COVID-19 emergency declaration, the IME is permitting the use of teledentistry effective March 13, 2020. The dental plan administrators for the Dental Wellness Plan and Hawki will follow these same guidelines.

Teledentistry provides a way for a patient to receive services when the patient is in one physical location and the dentist delivering those services is in another. At this time, only the following codes will be opened:

- D9995 Teledentistry – synchronous; real time encounter
(Can be telephonic with photo when video conferencing is not possible)
- D0140 limited oral evaluation – problem focused

Iowa Administrative Code 650 – Chapter 27 establishes parameters for the practice of teledentistry in Iowa. All Iowa Medicaid recipients are eligible to receive services via teledentistry. However, the interaction must be initiated by the member (meaning the member requests consultation from a dentist).

Any dental professional treating Medicaid, DWP or Hawki members must be licensed to practice dentistry in Iowa and must use standard of care when providing services via teledentistry. The teledentistry method used must be of sufficient audio and visual clarity to be functionally equivalent to a face-to-face encounter and compliant with all HIPAA security requirements. This [resource](#)¹ provided by the American Dental Association (ADA) includes interim guidance for teledentistry during the COVID-19 pandemic.

¹ https://success.ada.org/~media/CPS/Files/COVID/ADA_COVID_Coding_and_Billing_Guidance.pdf

Claim Submission Guidance

The limited exam provided via teledentistry will be reimbursed the same as if it was provided in person. However, the teledentistry code is considered administrative and will not be reimbursed at this time.

The following guidance should also be noted when completing an ADA claim when services are provided via teledentistry:

- All claims should be submitted electronically.
- The Place of Treatment (Box 38) should always be coded as 02 (This is the Centers for Medicare and Medicaid Services (CMS) Health Information Portability and Accountability Act (HIPAA) standard code for telehealth)
- The Procedure Date (Box 24) is the date the member received the services

Documentation Guidance

As a condition of payment, each teledentistry service must include the following documentation in a member's record:

- Teledentistry method used
- Mode of transmission of the teledentistry service
- Location of the provider and member at the time teledentistry was used

If you have any questions, please contact the members dental benefit manager:

IME Provider Services Unit for FFS Members:

- Provider Portal: <https://secureapp.dhs.state.ia.us/impa/Default.aspx>
- Provider Services email: imeproviderservices@dhs.state.ia.us1
- Provider Services: 1-800-338-7909

Delta Dental of Iowa (DDIA) Provider Services:

- Provider Portal: <https://www.deltadentalia.com/dwp/>
- Website: <https://www.deltadentalia.com/dwp/>
- Provider Services: 1-800-472-1205

Managed Care of North America (MCNA) Provider Services:

- Provider Portal: <http://portal.mcna.net>
- Website: <http://mcnaia.net>
- Provider Services: 1-855-856-6262