

# DQ DIGEST TENNCARE

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## In Your Clinical Corner...

I choose to begin my column with the popular idiom, “who would have thunk it”

As I am working from home, and all of us have appropriate restrictions on our behaviors and work, I continue to be impressed by how little focus we historically had on our exposure to a potential viral pandemic. We all knew of aerosol sprays created/enhanced by our use of equipment in the dental office, and that PPE was standard of care and required for patient and staff safety. This has been standard of care for over 30 years.

However, the exposure to all of us was, or is so much greater than we understood, and NOT limited to the dental operator. The term “social distancing” was new to our lexicon this year.

I continue to be so amazed, and proud of our wonderful health care providers, government officials, and corporations demonstrating unparalleled commitments to best possible outcomes, and mitigation of the pandemic.

I have no real clarity nor understanding of what the clinical practice of dentistry will look like when solutions; therapeutic treatment or vaccines are developed for this pandemic.

It is highly unlikely we will return to the status we had accepted before this pandemic; and no one knows what precautions or measures will be recommended for staff and patient safety. I am encouraged by Rutgers gaining FDA approval for a sputum test (obviously noninvasive) that is purported to be equally accurate or more accurate than other tests regarding presence of viral antibodies.

I think our obligation and commitment to patients, family, and friends when asked about this virus or other exposures, is to share science based and best information we can gain from experts, not the media or fear mongers.

Dr. Brent Martin

# Office Reference Manual Updates

**D2941 – interim therapeutic restoration-primary dentition** - \$48.75 - adding as a covered code - only payable in conjunction with D1354 on same DOS - no definitive or restorative care will be paid on same tooth for a minimum of 6 months

In addition, there were several orthodontic codes adjusted by the ADA for CDT 2020 that were not captured for the 1/1/20 changes. The below changes to ortho codes will also be effective March 19, 2020.

Codes Removed from Coverage (These codes are no longer effective as of March 19, 2020 and should only be billed for dates of service on or prior to March 18, 2019):

**D8691 - repair of orthodontic appliance**

**D8692 - replacement of lost or broken retainer**

**D8693 – re-bonding or recementing of fixed retainers**

**D8694 - repair of fixed retainers, includes reattachment**

Codes Added (Codes for dates of service on or after March 19, 2020):

**D8703 – replacement of lost or broken retainer - maxillary-** \$210.58 (replacing D8692)

**D8704 - replacement of lost or broken retainer - mandibular-** \$210.58 (replacing D8692)

In an effort to help you better serve your patients during the pandemic, TennCare has implemented the following codes for a limited time – starting **April 13th, 2020** and ending **June 30th, 2020**.

The following CDT code services may be provided through teledentistry at the standard TennCare rate:

**D0140 - limited oral evaluation – problem focused**

**D0170 - re-evaluation – limited, problem focused (established patient; not post-operative visit)**

**D9110 - palliative (emergency) treatment of dental pain**

*If provided through teledentistry, the above codes \*must\* be billed with one of the following modifiers:*

**D9995 - teledentistry – synchronous; real-time encounter**

Example: Live video (synchronous): Live, two-way interaction between a person (patient, caregiver, or provider) and a provider using audiovisual telecommunications technology.

## Dental Rate

To support the continued delivery of dental services to TennCare members, TennCare has approved a temporary rate increase for all dentists participating in the TennCare dental network. The rate increase aims to alleviate some of the financial pressures many dentists are facing due to new safety recommendations around Personal Protective Equipment (PPE) and to account for lower patient utilization occurring during the pandemic.

The temporary rate increase will be for a 12-month period, beginning July 1, 2020 and ending June 30, 2021. The rate increase will be, on average, a 3% increase across all dental procedure codes. Rates for certain preventive codes, including Silver Diamine Fluoride (SDF), dental sealants, and fluoride varnish will be increased by 10%. TennCare has placed a greater emphasis on preventive codes in an effort to promote greater utilization of these codes and also to minimize aerosolization in the dental office.



**D9996 - teledentistry – asynchronous; information stored and forwarded to dentist for subsequent review**

Example: Store-and-forward (asynchronous): Transmission of recorded health information (for example, radiographs, photographs, video, digital impressions and photomicrographs of patients) through a secure electronic communications system to a practitioner, who uses the information to evaluate a patient’s condition or render a service outside of a real-time or live interaction.

***These modifiers will have a fee of \$0.00; however, submission of the modifier on the claim will be required for tracking and audit purposes to show the service was provided through teledentistry.***

## Contact Information

### Provider Service

- TennCare: 855.418.1623
  - Press 1 Automated Eligibility (via IVR system)
  - Press 2 Benefits, Eligibility and History
  - Press 3 Claims and Payment Options
- Credentialing Hotline: 800.233.1468

### Department Emails

- Electronic Claims Setup and Questions – [ddusa\\_providerrelations@dentaquest.com](mailto:ddusa_providerrelations@dentaquest.com)
- Claims Payment Questions – [denclaims@dentaquest.com](mailto:denclaims@dentaquest.com)
- Eligibility or Benefit Questions – [Dentelig.benefits@dentaquest.com](mailto:Dentelig.benefits@dentaquest.com)

### Utilization Review

- 888.294.9650

### Provider Web Questions

- 888.560.8135
- [www.dentaquest.com](http://www.dentaquest.com)

### Corporate

- Main Corporate: 800.417.7140