



# TELEDENTISTRY PROCESS UPDATE

<Date>

Dear Provider(s):

We hope this notice finds you and your office team safe and healthy.

In response to Arizona’s declaration of a public health emergency for COVID-19, the State’s Medicaid Administrator (AHCCCS) has put the following Teledentistry standards in place effective with Dates of Service March 20, 2020 through the duration of the emergency. These standards are subject to change as the emergency conditions evolve. Below outlines how to utilize the teledentistry codes and the process for submitting claims:

1. The following codes are covered with the use of Teledentistry codes, **D9995-D9996** and will not require Prior Authorization:

Codes Covered with the use of D9995-D9996			
D0140	D0230	D0272	D0277
<b>D0170 – New Code for COVID-19 (reimbursed at contract D0140 fee)</b>	D0240	D0273	D0330 (under 6)
D0220	D0270	D0274	

2. Procedure code, **D0170** (Re-evaluation-limited, problem focused, established patient; not postoperative visit), has been added for use during the duration of this public health emergency. The D0170 will not require Prior Authorization.
3. The following codes will **NOT** be allowed with Teledentistry codes **D9995** and **D9996**:
  - **D0120**
  - **D0150**
4. Teledentistry codes, **D9995** and **D9996**, have been added for use during the duration of this public health emergency. These codes will be added at a fee of - \$0.00 due to payment for the exam code. In line with the COVID-19 AZ Medicaid updates, the D9995 & D9996 will **not** require Prior Authorization.
  - **Note – Only 1 teledentistry code should be submitted. Do not submit both codes.**
  - **Note – Place of Service 02 is not considered a valid place of service. Claims submitted with Place of service 02 will be denied.**

## TELEDENTISTRY CLAIMS PROCESS:

1. Teledentistry code **D9995** or **D9996** **must** be added to the claim form along with the approved Teledentistry exam codes.
2. **D9995 teledentistry – synchronous; real-time encounter** - Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.
  - The Provider speaks to the member while they are at home due to the patient calling in for an Emergency/Urgent issue.



- Submit D9995 and the D0140
  - Place of treatment (Box 38): Mark 12 – Home
3. **D9996 teledentistry – 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.
- Once patient gets xrays, the xrays are then forwarded to dentist and the dentist discusses the findings with the patient **while the patient is still in office.**
    - Submit D9996, and D0170 or D0140.
    - Place of treatment (Box 38): Marked 11 – Office
- OR-**
- Once the patient gets xrays, xrays are then forwarded to dentist and the patient goes home. The dentist reviews the xrays and discusses findings with the patient **while the patient is at their home.**
    - Submit D9996, Xray codes and D0170 or D0140.
    - Place of treatment (Box 38): Mark 12 - Home

We appreciate your continued partnership with us to ensure members in your community receive quality dental care. If you have questions, please contact your regional Network Manager.

**Susan Harrison**  
Provider Partner  
Susan.harrison@dentaquest.com  
Pima & Southern Counties

**Teenah Curtin**  
Provider Partner  
Teenah.curtin@dentaquest.com  
Maricopa & Northern Counties