



## Codes in the Time of Teledentistry

by Lilly Cortes-Pona

As the need for remote dentistry increases, dental practices must find a way to implement it in their offices.

Since teledentistry is new to many providers, it is important that this service is well-planned and discussed with the entire team to maximize efficiency and avoid confusion between the team and patients.



**Create a teledentistry appointment type in your practice management software**, and create a spot for these appointments in your block schedule.



**Contact all insurance companies to confirm** how each one is reimbursing teledentistry visits. Some payors may only be reimbursing these codes during the pandemic. In addition, ask payors if teledentistry will be reimbursed for virtual visits that cross state lines, if needed. California does not allow this.



**To be reimbursed for teledentistry visits, you must bill properly.** According to the ADA's coding guidelines for teledentistry visits, you should report one of the two designated teledentistry codes below in addition to other procedures, such as a limited exam, re-evaluation, post-operative visit, or dental case management. For example, if you examine an emergency patient through a teledentistry visit, you would bill the insurance for the **D0140 – Limited Oral Evaluation, Problem Focused** as well as the **D9995 – Synchronous Teledentistry** code.



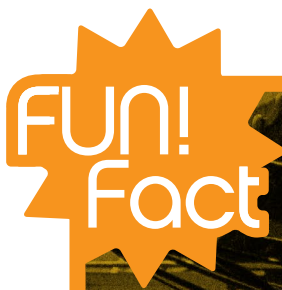
**The main difference between the two codes below** is that one should be billed for a live, two-way interaction through technology (e.g., Zoom Video or video portal) and the other should be billed when the dentist evaluates a condition using radiographs, photographs, etc. outside of a live interaction.

- **D9995 Teledentistry – Synchronous**; real time encounter. Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service
- **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.



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## Ask the Consultant

**Q:** This is a HIPAA question. Can we leave messages for patient reminders on voicemails or answering machines at home on the numbers that have been provided to us by the patient for their appointments?

**A:** The HIPAA privacy rule permits health care providers to communicate with patients regarding their healthcare. This includes communicating with patients at their homes, whether through the mail or by phone or in some other manner. In addition, the rule does not prohibit covered entities from leaving messages for patients on their answering machines. However, to reasonably safeguard the individual's privacy, covered entities should take care to limit the amount of information disclosed on the answering machine. Example: Do leave the name of the office from which you are calling and date and time of appointment, but not the procedure.

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*Response provided by Kathleen Johnson, President,  
[Kathleen Johnson Consulting, Inc.](#)*

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On September 20,  
China celebrates  
"Love Your Teeth Day"  
— a national holiday  
promoting oral awareness  
among its  
**1.35 billion people!**

That's a LOT  
of mouths!  
Many Chinese put off dental  
care due to fear, expense,  
or because they just don't  
see the need until their teeth  
become an emergency.  
Sound familiar?



## Quote-Worthy

“ Opportunities to find deeper powers within ourselves  
come when life seems most challenging. ”

—Joseph Campbell

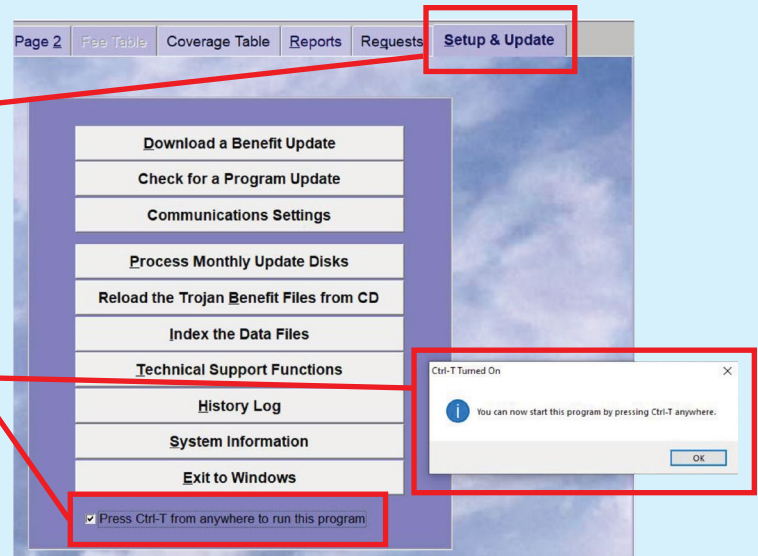
# Service Savvy

## Opening the Trojan Benefit Service Program with a Simple Keystroke

Turning ON the Ctrl+T hotkey allows you to open the program with a simple keystroke.

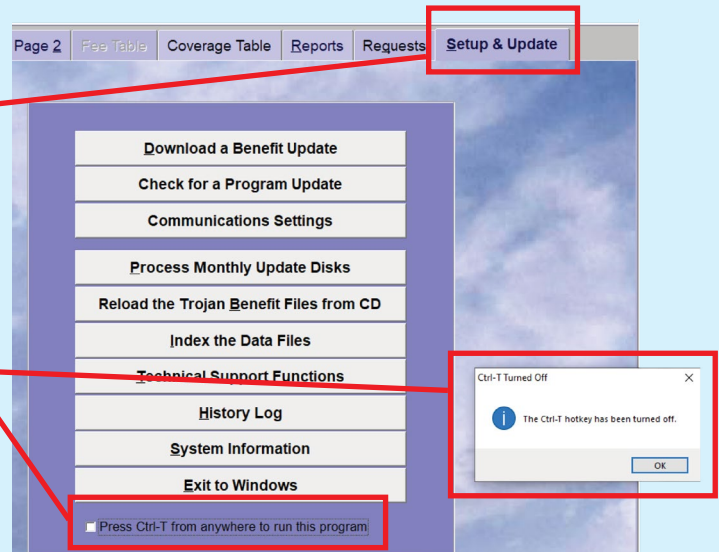
### To turn ON the settings:

1. Open the **Trojan Benefit Service v4.16**
2. Click on the **"Setup & Update"** tab
3. Check the box next to **"Use Ctrl-T from anywhere to run this program"**
4. A pop-up box will show saying: **"You can now start this program by pressing Ctrl-T anywhere"**
5. Click **"OK"**
6. User can now use **Ctrl+T** to open the program



### To turn OFF the settings:

1. Open the **Trojan Benefit Service v4.16**
2. Click on the **"Setup & Update"** tab
3. Check the box next to **"Use Ctrl-T from anywhere to run this program"**
4. A pop-up box will show saying: **"The Ctrl-T hotkey has been turned off"**
5. Click **"OK"**





*Check registration websites for updates, changes or virtual options.*

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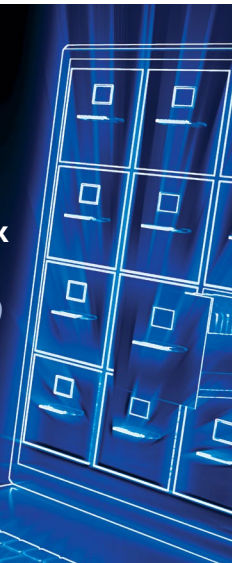
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— E.M.

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