

TELEDENTISTRY QUICK REFERENCE GUIDE

- Verify member eligibility prior to the initial delivery of Teledental services.
- Any audio or video device can be used for a Teledentistry encounter.
- Inform the member about the use of Teledentistry prior to the initial delivery of Teledental services. You must obtain verbal or written consent from the member as an acceptable mode of delivering dental care services. The consent must be documented in the member's dental record.
- CDT code D9995 – (*Teledentistry – synchronous; real-time encounter*) can be utilized to provide appropriate services in the following service categories: Diagnostic (D0100-D0999) or Preventive (D1000-D1999). CDT code D9995 is not allowable for any other service categories, CDT Codes (D2000 – D9999) except for D9430 (Office visit for observation –during regularly scheduled hours – no other services performed).
- CDT code D9995 – (*Teledentistry – synchronous; real-time encounter*) is a per-minute, \$.24/minute procedure payable up to 90 minutes.
- CDT code D9995 – (*Teledentistry – synchronous; real-time encounter*) is for Medi-Cal patient-initiated contact with a Medi-Cal dental provider. This code is not for: dental assistant time, dental hygienist time, provider-initiated calls to the patient, or time spent contacting pharmacies on a patient's behalf.

CDT code D9996 – (*Teledentistry – asynchronous; information stored and forwarded to dentist for subsequent review*) is not reimbursable, however can be utilized to provide appropriate services in the following service categories: Diagnostic (D0100-D0999) or Preventive (D1000-D1999). The intent of this code is the establishment of a new patient.

- All services rendered through Teledentistry must be in compliance with the Manual of Criteria.
https://www.dhcs.ca.gov/formsandpubs/publications/Documents/Medi-Cal_PDFs/Manual_of_Criteria.pdf
- All dental information transmitted during the delivery of Medi-Cal covered benefits or services via a telehealth modality must become part of the patient's dental record maintained by the Medi-Cal provider at the distant site.

For further information on Teledentistry, refer to the Provider Handbook, Section 4 – Treating Members: https://www.dental.dhcs.ca.gov/Dental_Providers/Medi-Cal_Dental/Provider_Handbook/