UnitedHealthcare®

Important Update: Access to Care via Teledentistry

UnitedHealthcare Dental continues to monitor all Federal and state COVID-19 guidelines and recommendations related to patient safety, access to care, and our provider network. We are pleased to announce that we are immediately expanding access to care through provider consultations via teledentistry to continue to help accommodate our Medicare Advantage, Medicaid, Individual and Group Market fully insured health plans.

UnitedHealthcare Dental recognizes teledentistry as a flexible and cost-effective modality for members to access oral health services and for providers to continue caring for their patients. To enable our members' access to their dentist, providers may use the following teledentistry codes respective to their patient's dental plan:

UHC Commercial Dental Plans
UnitedHealthcare Dental will waive frequency limits and any benefit provided for the below services will NOT count towards the patient's annual maximum benefit, if any, for dates of service prior to December 31, 2020 when submitted in accordance with applicable Federal and state regulations.

UnitedHealthcare Dental will continue to evaluate and update this guidance as appropriate.

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D0145 Oral evaluation for a patient under three years of age and counseling with primary caregiver
D0170 Re-evaluation – limited, problem focused (established patient; not post-operative visit)
D0171 Re-evaluation – post-operative office visit
D9992 Dental case management – care coordination
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 2.

UHC Medicare Dental Plans

UnitedHealthcare Dental will waive frequency limits and any benefit provided for the below services will NOT count towards the patient's annual maximum benefit, if any, for dates of service prior to October 22, 2020 when submitted in accordance with applicable Federal and state regulations. UnitedHealthcare Dental will continue to evaluate and update this guidance as appropriate.

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D0145* Oral evaluation for a patient under three years of age and counseling with primary caregiver
D0170* Re-evaluation – limited, problem focused (established patient; not post-operative visit)
D0171* Re-evaluation – post-operative office visit
D9992* Dental case management – care coordination
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 2.

*** Only allowed if covered by standard Medicare Plan criteria.***

UHC Medicaid Plans*

*see below for special reimbursement code use for NJ, AZ, RI, WI, and MO.

CODE   DESCRIPTION
D0140* Limited oral evaluation – problem focused
D0145* Oral evaluation for a patient under three years of age and counseling with primary caregiver
D0170* Re-evaluation – limited, problem focused (established patient; not post-operative visit)
D0171* Re-evaluation – post-operative office visit
D9992* Dental case management – care coordination
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 2.
* Only allowed if covered by standard state-specific Medicaid criteria.

UHC Medicaid Plan – New Jersey

CODE   DESCRIPTION
D0191 Assessment of Patient
D9995 Teledentistry – Synchronous; real-time encounter

NOTE: Please use Place of Service (POS) 2.

UHC Medicaid Plan – Arizona

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D0170 Re-evaluation – limited, problem focused (established patient; not post-operative visit)
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 11.

UHC Medicaid Plan – Wisconsin

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D0145 Oral evaluation for a patient under three years of age and counseling with primary caregiver
D0170 Re-evaluation – limited, problem focused (established patient; not post-operative visit)
D0171 Re-evaluation – post-operative office visit
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 2.

UHC Medicaid Plan – Rhode Island

CODE   DESCRIPTION
D9992 Dental case management – care coordination
D9310 Dental consultation requested by another practitioner for an oral exam

NOTE: Please use Place of Service (POS) 2. Governor's Executive Order Tele-dentistry - RI RIte Smiles

UHC Medicaid Plan – Missouri

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D0145 Oral evaluation for a patient under three years of age and counseling with primary caregiver
D0170 Re-evaluation – limited, problem focused (established patient; not post-operative visit)
D0171 Re-evaluation – post-operative office visit (children only)
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 2. Standard Medicaid rates apply.

UHC Medicaid Plan – Kansas

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D0170 Re-evaluation – limited, problem focused (established patient; not post-operative visit)

NOTE: Please use Place of Service (POS) 11.

UHC Medicaid Plan – Maryland (Value-Added Adult Dental)

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused

NOTE: Please use Place of Service (POS) 2.

UHC Medicaid Plan – Pennsylvania

CODE   DESCRIPTION
D0140 Limited oral evaluation – problem focused
D9995 Teledentistry – Synchronous; real-time encounter

UHC Medicaid Plan – Mississippi

CODE   DESCRIPTION
D9995 Teledentistry – Synchronous; real-time encounter
D9996 Teledentistry - Asynchronous; information stored and forwarded

NOTE: Please use Place of Service (POS) 2.

Note for FQHC's and RHC's: Bill procedure code T1015 with the U9 and GT modifiers to indicate dental visits/encounters rendered via teledentistry to patients who are experiencing true emergencies related to pain, infection, excessive bleeding and trauma. Please use Place of Service (POS) 11.

FREQUENTLY ASKED QUESTIONS

The following frequently asked questions are intended to provide general guidance and are subject to the state-specific guidance above.

1. **When can I start providing teledentistry services to UnitedHealthcare Dental patients?**

   UnitedHealthcare Dental will accept PTEs and claims for D0140, D0145, D0170, D0171, D0191, D9310 and D9992 services with teledentistry codes (D9995, D9996) starting Monday, March 30, 2020, per state guidelines listed above. Availability for reimbursement is dependent on plan coverage.

2. **Can I use my smart-phone or a video conferencing service such as Skype?**

   Telephones that have audio and video capabilities are appropriate for such evaluations.

   Providers should notify patients that these third-party applications may not be HIPAA secure or adhere to other potential state privacy law protections, and providers should enable all available encryption and privacy modes when using such applications.

3. **Would the plans you administer include as a covered benefit teledentistry consultations for limited and problem-focused evaluations (D0140, D0145, D0170, D0171, D0191, D9310, and D9992)?**

   Yes. Per each plan's guidelines listed above, UnitedHealthcare Dental will allow benefits for limited and problem-focused evaluations (D0140, D0145, D0170, D0171, D0191, D9310, and D9992), within plan coverage criteria, when accompanied by teledentistry codes D9995 or D9996 for all patients with UnitedHealthcare Dental coverage.

4. **Would the plans you administer provide additional payment for teledentistry codes (D9995 or D9996)?**

   No. D9995 and D9996 are required as descriptor codes to identify services provided via teledentistry (D0140, D0145, D0170, D0171, D0191, D9310 and D9992), and will not be paid as an additional benefit. See exception for UHC Medicaid Plan – Missouri.

5. **Will frequency limits be waived when D0140, D0145, D0170, D0171, D0191, D9310, D9992 are submitted with teledentistry codes?**

   UnitedHealthcare Dental will waive frequency limits for limited and problem-focused evaluations (D0140, D0145, D0170, D0171, D0191, D9310 and D9992) when submitted with teledentistry codes

(D9995, D9996) for dates of service prior to September 30, 2020. UnitedHealthcare Dental will continue to evaluate and update this guidance as appropriate.

Additionally, any benefit provided for limited and problem-focused evaluations (D0140, D0145, D0170, D0171, D0191, D9310, and D9992) will NOT count towards the patient's annual maximum benefit for dates of service prior to April 30, 2020.

6. **Do I need to provide additional documentation with a Pretreatment Estimate (PTE) Claim?**

No. You do not need to submit any additional documentation at this time with your PTEs and claims for D0140, D0145, D0170, D0171, D0191, D9310 and D9992 services billed with teledentistry codes (D9995, D9996).

Per your provider agreement with us, you are required to maintain adequate medical, financial and administrative records related to Covered Services in a manner consistent with the standards in the community and in accordance with all applicable Federal and state Laws. Upon request, you agree to provide us copies of such information and records.