



Date: April 7, 2020

To: Dental providers
Dental care organizations
Coordinated care organizations

From: Nathan Roberts, Traditional Programs manager
Medicaid Programs, Health Systems Division

Subject: Audio-only teledentistry services are also covered during the COVID-19 emergency

The Oregon Health Authority is providing the following clarifications to the [March 26, 2020 announcement about expanded teledentistry coverage effective January 1, 2020](#) during the COVID-19 emergency:

- Dental practitioners may also provide **audio-only** telephone services using procedure code D9995 if synchronous audio/visual service is not available or feasible.
- Services such as Facetime, Skype or Google Hangouts can be used for service delivery because certain HIPAA requirements for encryption will not be enforced during the COVID-19 emergency. For details, [visit the federal Office of Civil Rights website](#).

Why is this happening?

The Health Evidence Review Commission has updated [Guideline Note A005](#) of the [March 13, 2020 Prioritized List of Health Services](#) to include coverage of audio-only telehealth services during the COVID-19 emergency. Sections 4 and 5 of [Oregon Administrative Rule 410-120-0011](#) (Effect of COVID-19 Emergency Authorities on Administrative Rules) and the state's discretion also allow dental practitioners to provide audio-only teledentistry services.

What should you do?

Practitioners may provide and bill for audio-only teledentistry services using code D9995 if synchronous audio/visual delivery methods are not available and the services meet the criteria outlined [in OHA's March 26, 2020 guidance](#). When billing for teledentistry services:

- Use Place of Service 02 regardless of whether the connection is by audio/video or regular telephone.
- No modifier is required, as modifiers are not used on dental claims.

Questions?

If you have any questions about this announcement, contact Kellie Skenandore, Dental Program Manager at Kellie.M.Skenandore@dhsosha.state.or.us.

In these unprecedented times, OHA appreciates your efforts to continue serving our most vulnerable Oregonians using these new avenues for treatment.