



500 Summer St NE E35

Salem, OR, 97301

Voice: 800-527-5772

Fax: 503-373-7689

TTY: 711

[www.oregon.gov/OHA/HSD](http://www.oregon.gov/OHA/HSD)

**Date:** April 16, 2020

**To:** Dental providers  
Dental care organizations  
Coordinated care organizations

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

**Subject:** Oregon Health Plan coverage of teledentistry services during the COVID-19 emergency

This communication summarizes the Oregon Health Authority's expanded coverage of teledentistry services during the COVID-19 emergency, effective January 1, 2020. Coverage includes services through:

- Audio-visual platforms, including Skype, FaceTime, or Google Hangouts if a HIPAA-compliant platform is not available.
- Audio-only telephone services if synchronous audio/visual service is not available or feasible.

To be eligible for coverage, services must comply with:

- Oregon Administrative Rules (OAR) [410-120-1200](#), (Excluded Services and Limitations), [410-130-0610](#) (Telemedicine) and [410-123-1265](#) (Teledentistry), and
- [Guideline Note A5](#) (Teleconsultations and non-face-to-face telehealth services) from the [Prioritized List of Health Services](#) (revised March 13, 2020).

Reimbursement will be the same as for services provided in-person.

As with in-person services, providers must ensure meaningful access to language services as required by [Americans with Disabilities Act](#), [Title VI of the Civil Rights Act](#), [Section 1557 of the Affordable Care Act](#) and corresponding federal law at [45 CFR Part 92](#) (Section 1557). This includes but is not limited to:

- American Sign Language interpretation services to individuals who are Deaf or Hard of Hearing and
- Spoken language interpretation services for individuals with limited English proficiency (LEP).

### Why is this happening?

This communication summarizes OHA's [March 26](#) and [April 7](#) memos clarifying teledentistry coverage and provides a reminder about [state and federal language access service requirements for Medicaid-funded providers](#).

### What should you do?

**Providers:** Please bill for teledentistry services provided on or after January 1, 2020 as follows, whether provided by audio/video or regular telephone:

- Use procedure code D9995 and Place of Service 02.
- No modifier is required, as modifiers are not used on dental claims.

To learn more about providing language access services, visit the federal [Office of Civil Rights website](#) and read [OHA's questions and answers about language assistance services](#).

**CCOs and DCOs:** OHA encourages you to make this coverage retroactive to January 1, 2020.

### **Questions?**

If you have any questions about this announcement, contact Kellie Skenandore, Dental Program Manager at [Kellie.M.Skenandore@dhsoha.state.or.us](mailto:Kellie.M.Skenandore@dhsoha.state.or.us).

If you have questions about CCO/DCO coverage of telephone/telehealth services, [contact the CCO](#) or [DCO](#).

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