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@dhs.oha.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.