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Memorandum

To: Oregon Health Plan dental providers and coordinated care organizations (CCOs)

From: Dr. Ahmed Farag, Dental & Oral Health Director

Date: Aug. 19, 2026

Subject: Changes to teledentistry codes D9995 and D9996[1] effective Jan. 1, 2027

Effective Jan. 1, 2027, Oregon Health Authority (OHA) will no longer provide additional compensation for telehealth delivery of dental services through billing codes that pay add-on fees for telehealth delivery. OHA will continue fee-for-service reimbursement for the treatments delivered during the telehealth encounter.

The teledentistry billing codes that pay the add-on fee for delivery via telehealth are D9995 (synchronous; real-time encounter) and D9996 (asynchronous; information stored for subsequent review). As of Jan. 1, 2027, these codes:

- Will pay $0 for fee-for-service claims.
- Will pay as encounters for safety net clinics.
- Will not appear on the Medicaid Fee-for-Service Fee Schedule or be used for CCO capitation rate setting.

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[1] *Current Dental Terminology,* © 2025 American Dental Association. All rights reserved.

While the administrative add-on fee for teledentistry will be discontinued, OHA will continue to reimburse services delivered.

Why is this happening?

During the COVID-19 pandemic, OHA maintained the add-on fee for teledentistry to offset technology investments providers made to establish telehealth capabilities. OHA is now changing teledentistry reimbursement to improve alignment with:

- Oregon Administrative Rule (OAR) 410-120-1990, which requires reimbursement rates for professional services delivered via telehealth to be the same as for in-person professional services
- Compliance with Oregon statue and in-person parity,
- Medical parity (alignment of OHP dental benefits with OHP medical benefits, and
- National billing standards.

What should you do?

Dental providers:

Beginning Jan. 1, 2027, bill using the appropriate:

- Current Dental Terminology (CDT) code for the service provided,
- Teledentistry CDT code (D9995 or D9996) as required in OAR 410-123-1265, and
- Place of Service (POS) code (e.g., POS 02 or POS 10).

The teledentistry and POS codes remain vital to documenting the nature of the visit.

CCOs should:

- Communicate this change to contracted dental providers and dental subcontractors.
- Ensure that claims processing systems, including those administered by dental subcontractors, are updated to reflect this change for dates of service on or after Jan. 1, 2027. When updating these systems, it should be ensured that any changes do not result in bundling, reducing, or erroneously denying reimbursement for clinical evaluation codes.

Questions?

Providers with questions about billing OHA can call Provider Services at 800-336-6016 (option 5).

Providers and dental subcontractors with questions about billing for CCO members can contact the member's CCO.

For other questions about this announcement, please email Medicaid.Programs@odhsoha.oregon.gov.

Thank you for your continued partnership and dedication to delivering high-quality, accessible oral health care to OHP members.