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To: Dental providers
Dental care organizations
Coordinated care organizations

From: Nathan Roberts, Traditional Programs manager
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Subject: Oregon Health Plan coverage of teledentistry services

As part of Oregon's response to the COVID-19 pandemic, the Oregon Health Authority (OHA) is expanding coverage, effective January 1, 2020, of teledentistry services. 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).

Licensed oral health providers can provide and bill OHA for teledentistry services as identified in Guideline Note A5.

- This includes telephone calls with audio-visual capability and services such as Skype, FaceTime, or Google Hangouts if a HIPAA-compliant platform is not available. Reimbursement will be the same as for services provided in-person.
- OHA expects these more lenient requirements for modality use and HIPAA compliance to last only as long as the 1135 CMS waiver and current A5 Guideline Note exist due to the COVID-19 pandemic. We will let you know when teledentistry reverts to its original requirements.

OAR [410-123-1265](#) (Teledentistry) also permits CCOs and DCOs to cover telehealth for services that are already covered for in-person visits, subject to [Guideline Note A5](#).

OHA is also looking into ways to increase member access to **emergent** oral health services during this challenging time.

What should you do?

Oral health providers: Please provide telehealth services as described above. You may bill for these services retroactive to January 1, 2020. Please allow up to one week for OHA to make system changes to support teledentistry billing.

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

Questions?

If you have questions about OHA's fee-for-service coverage of telephone/telehealth services, contact Provider Services at 800-336-6016 or dmap.providerservices@dhsosha.state.or.us. If you have questions about CCO/DCO coverage of telephone/telehealth services, [contact the CCO](#) or [DCO](#).