

INFORMATIONAL LETTER NO. 2224-MC-FFS-D-CVD

DATE: March 15, 2021

TO: Iowa Medicaid Dentists, Federally Qualified Health Centers (FQHC), Indian Health Services (IHS)

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D), Coronavirus Disease (CVD)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Asynchronous Teledentistry (D9996)

EFFECTIVE: April 1, 2021

This Informational Letter (IL) supports [IL 2124-MC-FFS-D-CVD](#)¹ for synchronous teledentistry (D9995). The IME will now allow asynchronous teledentistry (D9996). Using asynchronous teledentistry, the client's clinical information is gathered at the originating site but the information is sent via store and forward technology to a dentist (distant site) for review and subsequent intervention at a later point in time.

All Iowa Medicaid recipients are eligible to receive services via asynchronous teledentistry. The following table lists the Current Dental Terminology (CDT) codes that may be billed with asynchronous teledentistry.

CDT Code	Description
D0120	Periodic oral evaluation – established patient
D0140	Limited oral evaluation – problem focused
D0150	Comprehensive oral evaluation – new or established patient
D0180	Comprehensive periodontal evaluation – new or established patient
D0145	Oral evaluation and counseling
D0210	Intraoral – complete series of radiographic image
D0220	Intraoral – periapical first radiographic image
D0230	Intraoral – periapical each additional radiographic image
D0240	Intraoral – occlusal radiographic image
D0270	Bitewing – single radiographic image
D0272	Bitewings – two radiographic images

¹ [IL 2124-MC-FFS-D-CVD \(state.ia.us\)](#)

D0274	Bitewings – four radiographic images
D0330	Panoramic radiographic image

All services provided via teledentistry must adhere to the [Iowa Administrative Code 650 – Chapter 27](#)², which establishes parameters for the practice of teledentistry in Iowa. This includes ensuring the teledentistry network and electronic dental records comply with Health Insurance Portability and Accountability Act (HIPAA) requirements and federal standards for system security.

Any dental professional treating Medicaid, Dental Wellness Plan (DWP), or Healthy and Well Kids in Iowa (Hawki) members must be licensed to practice dentistry in Iowa and must use standard of care when providing services via teledentistry. The asynchronous teledentistry method used must be of sufficient visual clarity to be functionally equivalent to a face-to-face encounter. This [link](#)³ provided by the American Dental Association (ADA) includes interim guidance for asynchronous teledentistry during the COVID-19 pandemic.

Claim Submission Guidance

The asynchronous teledentistry code (D9996) is considered administrative and is not reimbursable. However, the services provided via asynchronous teledentistry will be reimbursed the same as if provided in person. **For tracking purposes, the teledentistry code must be included on a claim when used.**

The following guidance should also be noted when completing an ADA claim when services are provided via teledentistry:

- Only a distant site (the dentist) can bill for services.
- All frequency limitations apply to services provided via teledentistry.
- The Place of Treatment (Box 38) should always be coded as 02 (this is the Centers for Medicare and Medicaid Services (CMS) HIPAA standard code for telehealth).
- The Procedure Date (Box 24) is the date the dentist reviewed the member records.
- Only one reading or interpretation of diagnostic services will be reimbursed.

Documentation Guidance

Progress notes must include the locations of the provider and member at the time asynchronous teledentistry was used:

- Example: Member Location: West High School, Iowa City
Dentist Location: University of Iowa College of Dentistry

Questions

² [11-06-2019.650.27.12.pdf \(iowa.gov\)](#)

³ [ADA COVID-19 Coding and Billing Guidance](#)

If you have any questions regarding asynchronous teledentistry, please contact the member's dental benefit manager:

IME Provider Services Unit for FFS Members:

- Provider Portal: <https://secureapp.dhs.state.ia.us/imp/Default.aspx>
- Provider Services email: imeproviderservices@dhs.state.ia.us
- Provider Services: 1-800-338-7909

Delta Dental of Iowa (DDIA) Provider Services:

- Provider Portal: <https://www.deltadentalia.com/dwp/>
- Website: <https://www.deltadentalia.com/dwp/>
- Provider Services: 1-800-472-1205

Managed Care of North America (MCNA) Provider Services:

- Provider Portal: <http://portal.mcna.net>
- Website: <http://mcnaia.net>
- Provider Services: 1-855-856-6262