

Miami-Dade County Office of Management and Budget – Grants Coordination
Ryan White Program

Policy Area: Service Delivery	Subject: Telehealth
Title of Policy: Provision of Teledentistry as a form of Telehealth	Number: SD-T-1
Effective Date: 3/1/2020	Page Number: 1 of 4
Approved Date: 5/26/2020 Revision Date: 7/13/2020	Approved by: Daniel T. Wall, Assistant Director

Purpose:

This document details guidelines for the provision of Teledentistry services in the Miami-Dade County Ryan White Part A Program during a public health emergency (e.g., pandemic), an official state of emergency, a “safer at home” order by the County Mayor, a natural disaster, or other County-approved circumstance that affects normal “in-office” service delivery between a dental provider and a program-eligible patient (client).

The provision of Teledentistry services in these circumstances is designed to address the urgent/emergent oral health care needs of program clients when a face-to-face encounter with the dental provider is not available or appropriate. For example, during the COVID-19 “safer at home” order, Teledentistry would be an ideal service mechanism when a client cannot come into the office or dental clinic if they are in isolation, self-quarantine, or do not feel comfortable leaving their home.

Procedures:

Types of allowable services:

- To assess/triage the dental care needs of existing clients in the following circumstances, where a set of X-rays are already on file for reference:
 - Patient who has had a crown dislodged
 - Patient with pain after an extraction
 - Patient with pain (X-ray shows deep cavity)
 - Discuss status of any pending oral health care treatment plans;
- Prescribe medication, as needed and appropriate, to address dental pain;
- Conduct a phone check-in with client to:
 - assess client’s oral health care status and needs;
 - provide oral hygiene instruction to maintain good oral health and prevent future dental problems; and
 - remind clients of the importance of remaining adherent to their HIV treatment (i.e., antiretroviral medication regimen).
- Where appropriate, “allowable services” noted above that are provided via Teledentistry may require eventual “in office” care once the organization resumes full operations.

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Location and Provider of the service:

- Visit may be conducted by telephone or video call:
 - from the clinic by a dentist (in cases where a client calls in), or
 - from the dentist’s home or other remote location (in cases where the office passes along the information to the dentist and the dentist initiates the contact).

Limitations:

- The client must be eligible to receive local Ryan White Program services (i.e., must be HIV+, reside in Miami-Dade County, and have gross household income less than 400% of the Federal Poverty Level.
- The local Ryan White Part A Program must always be the payer of last resort.
 - If the client has private dental insurance or Medicaid Managed Medical Assistance, Long-Term Care or other Medicaid-supported dental coverage with access to Teledentistry services, the Part A Program cannot be billed for these services.
- Teledentistry under the local Ryan White Part A Program may only be provided for the duration of the declaration of circumstance(s) that justify the authorization of this service delivery method. See above under “Purpose.”

Documentation:

- The client’s dental chart or record must clearly indicate the:
 - Date of service (must be within the authorized period);
 - Circumstance that makes Teledentistry allowable (e.g., COVID-19 “safer at home”);
 - Service(s) that was provided (e.g., pain assessment, review of treatment plan, oral hygiene instruction, treatment adherence, etc.) during the encounter/call/visit; and
 - Appropriate billing “D” code(s) used; see below under “Reimbursement.”
 - Client’s verbal (or written, if available) consent for Teledentistry.

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Reimbursement:

- Subrecipient organizations that are currently funded to provide local Ryan White Part A Oral Health Care services can be reimbursed for Teledentistry services as follows, if the Part A Program is the payer of last resort and the clients are otherwise eligible for Part A services:

Billing Code	Description	Flat rate Reimbursement
D9995	Teledentistry – synchronous; real-time encounter	\$108.00
D9996	Teledentistry – asynchronous; information stored and forwarded to dentist for subsequent review	\$26.00
D0140	Limited oral evaluation – problem focused <i>(may be used in conjunction with a Teledentistry code, if appropriate and documented)</i>	\$70.00

Client Confidentiality:

- The client must always be:
 - Asked if they are in a place where they can speak freely about their case (i.e., dental or medical concerns),
 - Informed that this is a dental “visit”,
 - Informed of the limitations of an audio/video call, and
 - Asked to give verbal consent to receive the service.
- The service provider must always:
 - Provide the service from a location within the clinic, their home or other remote location where the confidentiality of the client’s identity and medical or dental history can be protected from disclosure.
- Important note: The U.S. Department of Health and Human Services (HHS) may partially relax the Health Insurance Portability and Accountability Act (HIPAA) regulations during times of pandemics. For example, in FY 2020 due to the COVID-19 pandemic, HHS allowed for relaxed certain regulations as indicated in the following:
 - <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

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Additional Resources:

- American Dental Association Guidelines on Teledentistry:

<https://www.ada.org/en/search-results#g=d9995&t=all&sort=relevancy> (see link for “Teledentistry Guidance” related to codes D9995 and D9996)

<https://www.ada.org/en/search-results#g=teledentistry&t=all&sort=relevancy> (see various links)

<https://www.ada.org/en/about-the-ada/ada-positions-policies-and-statements/statement-on-teledentistry> (ADA Policy on Teledentistry)