



## PROVIDER ALERT!

[Date]

### Re: Teledentistry Reminder

Dear Provider Partner:

As an emergency response to closures resulting from the COVID-19 pandemic, LIBERTY Dental Plan ("LIBERTY") reimburses for assessment (D0191) via a telephone encounter or when needed in conjunction with the use of synchronous teledentistry (CDT code D9995) to allow the use of audio-visual platforms for emergent or urgent dental care initiated by the member, their parent or representative. These encounters may include a new or established patient. The reason for implementation of these codes was to allow a dentist to intervene in emergent and urgent conditions and keep members out of the emergency rooms while dental offices were closed.

With the reopening of dental offices, patients have access to on site dental treatment and should be scheduled for an appointment based on emergent condition (within 48 hours or earlier if condition warrants) or urgent condition (within 72 hours). Since patients are again able to access your office, the use of assessment and teledentistry codes should be limited to patients who remain unable or unwilling to visit the dental office due to the ongoing COVID-19 health emergency. This patient-initiated interaction shall be documented in the records and include the rationale for the service(s).

For additional resources, please refer to the State of New Jersey Department of Human Services, Division of Medical Assistance & Health Services ("DMAHS") April 2020, Newsletter (Volume 30 No. 08) or visit <https://www.njmmis.com/downloadDocuments/30-08.pdf>.

Thank you for your continued participation in LIBERTY's network.

Sincerely,

Provider Relations Department

LIBERTY Dental Plan