

<b>PLAN OPERATIONS</b>	 From DentaQuest		
	<i>Policy and Procedure</i>		
	Policy Name:	<b>Teledentistry</b>	Policy ID: <b>PLANCG-82</b>
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date: 01/29/2025
	States:	Oregon	Last Review Date: 02/26/2026
Application:	Medicaid	Effective Date: 02/27/2026	

**PURPOSE**

To ensure that dental providers contracted with Advantage Dental Services (Dental Subcontractor) deliver Teledentistry services in accordance with Oregon requirements and accurately document and bill for those services. This Policy is focused on meeting Oregon Health Authority (OHA), Oregon Health Plan (OHP), and Oregon Board of Dentistry requirements.

**POLICY**

1. **General.** Teledentistry may only be used when, in the dental care provider’s professional judgment, it is an appropriate way to deliver care, and the service is within the dental care provider’s scope of practice. All Teledentistry services must be scheduled in advance.
  
2. **Permitted Delivery Forms.** Teledentistry may be delivered through several technology-enabled formats, which can be synchronous (real-time) or asynchronous (delayed). The following modalities are allowed:
  - a. *Live Video (Synchronous):* A secure, two-way audio/visual interaction between a patient and a dental care provider. This format supports real-time consultation, diagnosis, and treatment planning.
  - b. *Store-and-Forward (Asynchronous):* The secure transmission of recorded health information—such as radiographs, photographs, videos, digital impressions, or photomicrographs—to a dentist for review at a later time. The dentist evaluates the information without the patient being present in real time.
  - c. *Remote Patient Monitoring (Synchronous):* Collection of health and dental information by a dental care provider at one location, transmitted electronically to a dentist at a distant site for use in ongoing care and treatment decisions.
  - d. *Mobile Communication Devices (Synchronous):* Use of secure mobile technologies (e.g., smartphones, tablets) to support mobile dentistry, patient education, and public health practices, provided these tools meet HIPAA and Oregon Health Authority privacy and security standards.
  
3. **Teledentistry Follows Existing Dental Services Rules.** All existing Dental Services rules, coverage criteria, limitations, and billing requirements apply equally to Teledentistry services. This includes adherence to all applicable supervision requirements and documentation standards.<sup>1</sup>

---

<sup>1</sup> See Oregon Board of Dentistry's supervision requirements at Or. Admin. R. 818-001-0002. See Oregon Board of Dentistry's scope of practice requirements for Dental Therapists at Or. Admin. R. 818- 038-0020, Expanded Practice Dental Hygienists (EPDHs) at Or. Admin. R. 818- 035-0065, and Dental Assistants at Or. Admin. R. 818- 042-0010.

#### 4. General Billing Requirements.

- a. Non-Covered Communications Methods: Services delivered via non-video (i.e., audio only) telephone calls, faxed images, or email are not covered Teledentistry services and shall not be billed, except in the very limited circumstances described below.
  - i. “Audio only” calls are permitted provided the Teledentistry services meet all other requirements in this Policy, including documenting that video was offered and why video was not provided (e.g., patient’s preference). For example, unscheduled audio-only outreach calls to provide members with educational information, Oral Health Instructions, and/or Nutrition Counseling in which video was not offered to the member shall not be billed. Please also reference #7(b) below for required chart documentation for such permitted audio-only services.
- b. Claim Form Usage: Billing for Teledentistry may use the same claim forms as other dental services, provided there is no conflict with Dental Services rules.
- c. Payment Standards: Payment for dental services must not differ based on whether the service was provided in-person or via synchronous or asynchronous Teledentistry.
- d. Documentation and Coding: The dental care provider who performs the diagnosis, treatment planning, and oral evaluation must document these services using standard CDT codes and report the Teledentistry event with D9995 (synchronous) or D9996 (asynchronous) as appropriate.
  - i. Place of service code 02 shall be used when the patient is outside the home.
  - ii. Place of service code 10 shall be used when the patient is located at home.
- e. Originating Site Billing: The originating site may bill a CDT code only when a separately identifiable service is provided within the practitioner’s scope of practice and meets all criteria for the code billed.
- f. Clinical Value. Teledentistry services must provide clinical value reasonably equivalent to in-person care.
- g. Coverage Standards: Coverage for Teledentistry services requires the same documentation, dental necessity, and coverage determinations as in-person visits.

#### 5. Billing Provider Requirements.

- a. Provider Licensing: Dental providers performing Teledentistry services must be licensed within the State of Oregon.
- b. Provider Enrollment: Dental providers performing Teledentistry services for Dental Subcontractor enrollees must be enrolled with the OHA as an Oregon Health Plan (OHP) provider.
- c. Responsibility for Teledentistry Billing: Providers billing for covered Teledentistry Medicaid services must:
  - i. Complete annual training on the provision of, and billing for, Teledentistry;
  - ii. Comply with HIPAA and OHA confidentiality, privacy, and security requirements for all Telehealth communications and related records;<sup>2</sup>
  - iii. Limit their use to technology that meets HIPAA and OHA privacy and security standards;<sup>3</sup>
  - iv. Follow applicable policies and procedures for preventing unauthorized access or breaches of patient’s health information in any form;

---

<sup>2</sup> See the following cross-referenced policies: PLANCG-78, PLANCG-32, PLANCG-65, PLANCG-13, PLANCG-64.

<sup>3</sup> See the following cross-referenced policies: PLANCG-78, PLANCG-32, PLANCG-65, PLANCG-13, PLANCG-64.

- v. Keep complete clinical and financial documentation for Teledentistry services, including, but not limited to, clinical diagnosis and the medical need for the service, along with documentation supporting the appropriateness of the amount billed and paid;<sup>4</sup>
- vi. Document patient consent to receive Teledentistry services; and
- vii. Establish or maintain an appropriate provider-patient relationship.

## 6. Patient Communication Rights.

- a. All patients must be offered a choice of how services are received, including services offered using Teledentistry modalities and/or in-person services.
- b. All patients must be notified of their right to interactive communication with the distant dentist and proof of this notification must be documented in the patient's chart.
- c. Patients may request real-time communication during the visit or within 30 days of the original visit.

## 7. Reimbursement Requirements.

- a. Billing Codes: Codes D9995 and D9996 are not reimbursed separately; they must be billed along with one or more covered Dental Services.
- b. Required Chart Documentation: Chart notes must include:
  - i. The Teledentistry modality that was used:
    - 1. Audio-only, or audio with video that may include remote monitoring;
    - 2. If Audio-only was used, notes must clearly document that video was offered and declined, that Audio-only was the patient's preferred option and why (e.g., the patient did not have a video capable device, a stable internet connection was unavailable to support video communications, or the patient was in a setting that was not suitable for video communications), and in the dental care provider's professional judgement the Teledentistry services could be adequately provided via Audio-only. Please also reference #4(a) above regarding billing for Audio-only Teledentistry services.
  - ii. Confirmation that the patient consented to receive services via Teledentistry:
    - 1. **Communication & Assessment.** An assessment of patient's readiness to access and participate in Teledentistry services, including conveying all other options for receiving the services. Please also reference #6 above regarding Patient Communication Rights.
    - 2. **Consent.** Documentation of patient's written, oral, or recorded consent to receive services using a Teledentistry delivery method in plain language the patient understands.
      - a. Qualified interpreters must be used for patients with limited English proficiency or a hearing impairment.
      - b. Teledentistry diagnosis and treatment may be provided to individuals 15 years or older without parental or guardian consent.<sup>5</sup>
  - iii. Details on the patient interaction:
    - 1. Identify who the dental care provider spoke with during the Teledentistry visit, and detailed notes reflecting a meaningful interaction with patient.

---

<sup>4</sup> See Or. Admin. R. 410-120-1360.

<sup>5</sup> See ORS 109.640.

- c. Provider Attestation: Claim submission is considered an attestation by the dental care provider that the service(s) provided via Teledentistry:
    - i. were provided within the provider’s professional judgment and scope of practice; and
    - ii. held the same clinical value as in-person care.
  - d. Eligible Codes: Codes eligible for Teledentistry include: D0120-D0170, D0180, D0190, D0191, D1206, D1320, D1321, D1330, and D9991-D9997.
  - e. Scheduling Requirements: All Teledentistry appointments must be pre-scheduled.
8. **Mandatory Annual Trainings**. All dental care providers delivering Teledentistry services must annually attest to reviewing and complying with this policy as part of ongoing compliance and professional development to ensure an understanding of the requirements for delivering and billing for Teledentistry services.
9. **Audits and Monitoring**: Teledentistry services will be subject to periodic audits to ensure Teledentistry services are provided and billed in accordance with this Policy.

## DEFINITIONS

- (a) “Asynchronous” means not simultaneous or concurrent in time. For the purpose of this general rule, asynchronous telecommunication technologies for telehealth services may include audio and video, audio without video, client or member portal and may include remote monitoring. “Asynchronous” does not include voice messages, facsimile, electronic mail or text messages.
- (b) “Audio-only” means the use of audio technology, permitting real-time communication between a health care provider and a member for the purpose of diagnosis, consultation, or treatment. “Audio-only” does not include health services that are normally delivered by audio telephone technology and normally not billed as separate services by a health care provider, such as the sharing of laboratory results.
- (c) “Dental Services” means services provided within the scope of practice under Oregon law by a dentist, dental therapist, dental hygienist (including those practicing under an Expanded Practice Permit (EPP), or by a denturist, and services provided by a dental hygienist or dental assistant when acting under the supervision of a dentist where permitted by law.
- (d) “Dentist” means an individual licensed to practice dentistry pursuant to Oregon state law.
- (e) “Distant site” means the site where the dentist is being contacted for consultation by the originating site.
- (f) “D9995” means CDT code for Teledentistry with synchronous (real time encounter). Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.
- (g) “D9996” means CDT code for Teledentistry with asynchronous (information stored and forwarded to dentist for subsequent review). Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.

- (h) “Originating site” means the site where the enrollee is located, and dental care providers are working and performing services in conjunction with a dentist who is not at that site, all while using telehealth technology.
- (i) “Provider” includes: the individual, facility, institution, corporate entity, or other organization that provides or supplies health services or items (also called a “rendering provider”); and the individual, agent, business, corporation, clinic, or other entity who submits claims to or receives payment from the OHA Health Systems Division on behalf of a rendering provider (also called a “billing provider”).
- (j) “Synchronous” means an interaction between a provider and a client or member that occurs at the same time using an interactive technology. This may include audio-only, video-only, or audio with video and may include remote monitoring. Synchronous encounters are considered to meet in-person requirements.
- (k) “Telecommunication technologies” means the use of devices and services for telehealth delivered services. These technologies include videoconferencing, store-and-forward imaging, streaming media including services with information transmitted using landlines, and wireless communications, including the Internet and telephone networks.
- (l) “Telehealth” includes telemedicine and teledentistry, and also includes the use of electronic information and telecommunications technologies to support remote clinical healthcare, client or member and professional health-related education, public health, and health administration.
- (m) “Teledentistry” means using electronic and telecommunications technologies, for the distance delivery of dental care services and clinical information designed to improve an enrollee’s health status and to enhance delivery of the health care services and clinical information. Refer to modes specified in OAR 410-123-1265.

**REFERENCES**

Or. Revised Statutes 679.543 – Use of Telehealth by Dental Care Provider  
 Or. Admin. R. 410-120-0000 – Definitions  
 Or. Admin. R. 410-120-1360 – Requirements for Financial, Clinical and Other Records  
 Or. Admin. R. 410-120-1990 – Telehealth  
 Or. Admin. R. 410-123-1260 – Coverage, Limitations, Exclusions  
 Or. Admin. R. 410-123-1265 – Teledentistry  
 Or. Admin. R. 410-141-3500 – Definitions  
 American Dental Association (ADA) D9995 and D9996 – Guide to Understanding and Documenting Teledentistry Events

Date:	Description
11/16/2021	Approval and adoption.

12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/26/2024	Updates based on annual review.
01/10/2025	Updates based on annual review.
01/29/2026	Updates based on annual review.