



Keystone First



Keystone First  
Community HealthChoices

May 6, 2020

Dear Keystone First/Keystone First Community HealthChoices (CHC) Dental Provider,

On March 6, 2020, Governor Wolf issued an emergency disaster declaration in response to the presence of the COVID-19 (coronavirus) in Pennsylvania. Additionally, on March 26, 2020, the Department of Health (DOH) issued revised Guidance on COVID-19 for Dental Health Care Personnel in Pennsylvania, which directs facilities to cease all dental treatment except urgent and emergency procedures. The guidance further encourages the use of teledentistry when available.

- Teledentistry is two-way, real time interactive communication between the patient and the dentist.
- Teledentistry may be provided by any means that allows for two-way, real-time interactive communication, such as through audio-video conferencing hosted by a secure mobile application.

During this state of emergency, telephone only services may be utilized in situations where video technology is not available. The Department of Human Services (DHS) recognizes a medical professional may not be available at the same location as the beneficiary, therefore, during the COVID-19 emergency, there is no requirement for a dentist or dental professional to be physically present at the originating site, where the member is located.

Teledentistry should be used to assess whether a member has an urgent or emergent dental condition that can be treated during that encounter via teledentistry or whether the member should be seen in the office setting in accordance to DOH guidance.

**Effective, with dates of service on or after March 15, 2020:**

- Procedure code **D9995, defined as "Teledentistry - synchronous"** is being added to the Keystone First/Keystone First CHC Dental Fee Schedule payable at \$5.00. One per member per 14 days per provider.
- Procedure code **D0140, defined as " Limited oral evaluation- problem focused"** is being added to the Keystone First/Keystone First CHC Dental Fee Schedule payable at \$30.00 or your currently contracted rate. One per member per 14 days per provider.
- Place of Service (**POS**) **11** is to be used in conjunction with the codes above and it should be documented in the patients' record that the service was rendered via teledentistry.
- FQHCs and RHCs will be paid their Prospective Payment System (PPS) rate and are **to bill procedure code T1015** to indicate dental visits/encounters rendered via teledentistry.

**Important reminders:**

- The codes listed above are applicable to patients who are experiencing true emergencies related to pain, infection, excessive bleeding and trauma; and
- Are applicable to inbound calls only generated by a member or a return call to evaluate for urgent or emergent status. Outreach calls are not eligible for reimbursement.
- This notice does not apply to dental hygienists, Public Health Dental Hygiene Practitioners, or other dental staff.

Keystone First/Keystone First CHC has also lifted any age limitations for the use of Silver Diamine Fluoride (SDF).

Thank you for your partnership and care of our Members/Participants as we work together through this challenging health situation. If you have any questions, please contact your Dental Account Executive.

Sincerely,

Larry Paul, VP Corporate Dental