

APRIL 2020 | ALERT NO. 017

ForwardHealth **ALERT**

Wisconsin serving you



TO

Dentists, HMOs and Other Managed Care Organizations

REGARDING

Billing Clarifications for Dental Telehealth Services

In response to the COVID-19 pandemic, ForwardHealth is temporarily altering certain policy requirements in order to prevent further spread of the disease and effectively treat existing cases. **The billing guidance in this Alert is based on the changes outlined in the March 2020 ForwardHealth Update (2020-15), titled “[Additional Services to Be Provided via Telehealth](#),” and is valid for as long as that Update is in effect.***

Billing Dental Telehealth Services

While the changes outlined in Update 2020-15 are in effect, dental providers who can provide services via telehealth that are functionally equivalent to face-to-face services should review Update 2020-15 for billing guidance.

For example, Current Dental Terminology code D0140 (limited oral evaluation—problem focused) can be billed when the dental provider performs a problem-focused oral exam via video.

Teledentistry Codes

At this time, ForwardHealth does not follow American Dental Association guidance for billing the following teledentistry dental procedure codes:

- D9995 (Teledentistry synchronous; real-time encounter)
- D9996 (Teledentistry asynchronous; information stored and forwarded to dentist for subsequent review)

More information about billing telehealth services can be found in Update 2020-15.

Orthodontic Services

Providers may request a prior authorization amendment to extend the treatment plan timeframe for orthodontic services. Extending the timeframe will allow providers more time to bill for their approved

services but will not add to the units of approved services or reimbursement. Providers may not bill for services that are not performed.

COVID-19 Guidance

Dental providers should review guidance from the American Dental Association and the Centers for Medicare & Medicaid Services about non-emergency services during the COVID-19 public health emergency. The Wisconsin Department of Health Services also distributed [DPH Numbered Memo 2020-14](#) to dental providers with information about COVID-19.

* The information in this ForwardHealth Update was published in accordance with Wis. Stat. § 49.45(61).