

TELEDENTISTRY SERVICES

Procedure codes: D9995 and D9996

Effective January 1, 2018

CDT nomenclatures and descriptors

D9995: Teledentistry – Synchronous; real-time encounter

Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.

D9996: Teledentistry – 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.

Policy

Cigna's policy is that the appropriate teledentistry procedure code (D9995 or D9996) should be reported by the dentist who provided the oversight of the teledentistry encounter, in accordance with any applicable state laws and/or regulations and/or licensure and/or state dental practice acts.

The appropriate dental procedure codes for the actual dental services provided in conjunction with the teledentistry service(s) should be reported by the dentist or other oral health care practitioner who performed the actual delivery of services (e.g., radiographs, prophylaxes and/or other preventive dental services), in accordance with any applicable state laws and/or regulations and/or licensure and/or state dental practice acts, including direct and/or indirect supervision requirements.

Note:

- The D9995 and D9996 ADA Guide describes how a teledentistry event is affected when the health care practitioners are in different states: "A teledentistry event is subject to applicable state law, regulation or licensure. All involved persons (the dentist or other oral health or general health care practitioner) must determine if a teledentistry event can occur when all participants are not in the same state."
- The D9995 and D9996 ADA Guide contains examples of two Coding Scenarios. In both scenarios, information is transmitted "via a HIPAA compliant (Security and Privacy) connection that uses encryption and a secure "cloud" server."

Administrative guidelines

Cigna Dental Care® Dental Plans

Most Cigna Dental Care dental plans provide coverage for a combined total of up to two D9995s and/or D9996s (two D9995s; or two D9996s; or one of each), per calendar year. When allowable, only one D9995 or D9996 is allowable per date of service.

D9995 or D9996 are not covered unless reported in conjunction with one or more other dental procedures that are covered by the dental plan.

Benefits for covered dental services provided through teledentistry will be determined on the same basis as though the services had been delivered via traditional office setting without the use of teledentistry.

Teledentistry is a medium for enabling the delivery of clinical dental care services by means of real-time two-way electronic audio-visual communications, including, but not limited to the application of secure video conferencing. Teledentistry facilitates the assessment, diagnosis, consultation, and/or treatment of a patient's dental care while the patient is at an originating site while the remote dental care practitioner is at a different site.



It is Cigna's position that teledentistry services do not include audio only or video only communications, information sent via facsimile (fax) machine, instant messages and/or electronic mail, unless required by specific state mandates.

Cigna Dental considers post-operative services to be inclusive to the primary procedure(s) and the responsibility of the treating dentist. Therefore, neither the Cigna Dental Care member nor Cigna may be charged for the post-operative services or for the teledentistry procedures associated with the post-operative services.

Guidelines

All Cigna Dental Care network dentists and dental specialists are responsible for insuring that teledentistry services provided to Cigna Dental Care members be completed by in-network dentists and specialists, and that the teledentistry event is in compliance with applicable state law, regulation or licensure.

The Cigna Dental Care Teledentistry Form must be completed and accompany claim/encounters for D9995 and/or D9996 services within the Cigna Dental Care program.

***Please note for the following clients: JP Morgan Chase, State of CT, and State of TN - We will need to administer the frequency limit for codes D9995 & D9996 as 2 AND 2 – not “OR” (combined frequency limitation).**

D9995	Teledentistry – Synchronous; real-time encounter (<i>limit 2 per calendar year</i>)	\$0.00
D9996	Teledentistry – Asynchronous; information stored and forwarded to dentist for subsequent review (<i>limit 2 per calendar year</i>)	\$0.00



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Cigna Dental Care[®] Teledentistry Services Form



TYPE: <input type="checkbox"/> D9995 SYNCHRONOUS <input type="checkbox"/> D9996 ASYNCHRONOUS		DATE OF TELEDENTISTRY SERVICE
PATIENT NAME		RATIONALE FOR TELEDENTISTRY SERVICE
ALTERNATIVE PATIENT IDENTIFIER (AMI #)		
PATIENT'S DATE OF BIRTH		
PRIMARY CARE NETWORK DENTIST		
DENTAL OFFICE NUMBER		
NETWORK PROVIDER VIA TELEDENTISTRY		
LOCATION OF NETWORK PROVIDER (PROVIDING OVERSIGHT THROUGH TELECOMMUNICATION TECHNOLOGY):		
Send this form with claim to: Cigna Dental, PO Box 188045, Chattanooga, TN 37422-8045		
<p>I understand that only those services which meet Cigna Dental Care Access Teledentistry guidelines will be approved for payment. Certain procedures may require a patient payment in accordance with the applicable Patient Charge Schedule for the group.</p> <p>I understand that the fees listed are based on current coverage. Payment responsibility may change if the Patient Charge Schedule changes or if coverage has terminated prior to the service treatment date. All fees correspond to the Patient Charge Schedule in effect on the date the procedure is initiated.</p> <p><i>This form must be attached to the claim form and submitted within 12 months from the date of service.</i></p>		
SIGNATURE OF PATIENT		SIGNATURE OF PRIMARY CARE NETWORK DENTIST

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