

Question	Answer(s)
<p>We are an orthodontist office and know that we are allotted a flat fee for 1st, 2nd and 3rd yr pmts. However with the new Covid-19 we are seeing and talking to pts on the phone. Can we charge additional fees for telehealth?</p>	<p>Teledentistry does not apply to telephonic communications. SoonerCare will reimburse for a limited exam (D0140) when it is combined with the D9995 codes. Per OHCA, the communication must be a two-way, real-time audio-visual communication. Furthermore, the evaluation must be "delivered to a covered person to the same extent that the service should be covered if they provided through in-person encounters" (ADA).</p>
<p>Is the D0140 via teledentistry for established patients only? If not, is there guidance concerning minimum information that must be obtained to establish the patient?</p>	<p>Teledentistry is not only for established patients, but may be utilized for new patients as well. Just as when a new patient is seen for a limited evaluation for an emergency or urgent situation in the office, patient information must be collected prior to the encounter (medical, dental, social history, as well as other relevant demographic and personal information). The patient may complete this data and send it to the office via fax or by scanning the documents and sending through secure e-mail.</p>
<p>What level of documentation is required for a teledentistry visit? Are video or audio recordings to be stored and retrievable as part of the health record?</p>	<p>Documentation must be made in the patient record regarding the encounter, just as when a patient is seen in person. It should be noted that the encounter was made by way of Teledentistry, and what type of media was utilized. In addition to chart notes, both the start time and stop time should be documented as well as the service provider's credentials and the providers signature or authentications (electronic notes). The audio-visual recording should NOT be stored or retrievable as part of the health record.</p>
<p>Are there any additional Dcodes that are currently being considered for telehealth?</p>	<p>No additional D codes are being considered as part of Teledentistry/Telehealth services covered under SoonerCare at this time.</p>