Provider Bulletin

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MEDI-CAL HAS DENTAL COVERED

TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, to go the Provider Training Seminar Schedule.

PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go here for more information.

Available every Wednesday 8am - 4pm

Information on the Novel Coronavirus (COVID-19) for Medi-Cal Dental Providers

The Department of Health Care Services (DHCS) continues to closely monitor the emerging COVID-19 situation, and encourages Medi-Cal dental providers to stay updated on COVID-19 developments. As the number of confirmed COVID-19 cases in California rises, it is critical that dental providers assess their office policies and follow recommended general healthcare facility safety procedures and protocols from the federal Centers for Disease Control and Prevention (CDC) and California Department of Public Health (CDPH) to help prevent spread of the virus.

Current Medi-Cal Teledentistry Policy

Medi-Cal dental providers equipped to do so are encouraged to use teledentistry as an alternate modality for the provision of select dental services.

Synchronous/Live Transmission

For Medi-Cal dental benefits or services, Medi-Cal enrolled dentists and allied dental professionals (under the supervision of a dentist) may render limited services via synchronous/ live transmission teledentistry, so long as such services are within their scope of practice, when billed using Current Dental Terminology (CDT) code D9999 (and procedure D0999) for dates of service on or before May 15, 2020. For dates of service on or after May 16, 2020, CDT code D9999 will be replaced with

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CDT code D9995, which can be billed as a standalone synchronous teledentistry procedure code. The following is Medi-Cal's teledentistry policy for synchronous/live transmissions.

- CDT code D9999 is reimbursed at 24 cents per minute, up to a maximum of 90 minutes, i.e., up to $21.60 maximum reimbursement. CDT code D9999 may only be used once per date of service per beneficiary, per provider. As noted above, CDT code D9999 will be replaced with CDT code D9995, as of May 16, 2020.

<u>Asynchronous Store and Forward</u>

For Medi-Cal dental benefits or services, Medi-Cal enrolled dentists and allied dental professionals (under the supervision of a dentist) may render, so long as such services are within their scope of practice, limited services via asynchronous store and forward using CDT code D9996, which identifies the services as teledentistry. CDT code D9996 is not reimbursable; instead, the billing dental provider would be reimbursed based upon the applicable CDT procedure code to be paid according to the Schedule of Maximum Allowance (SMA). The following CDT codes may be billed under Medi-Cal's teledentistry policy for asynchronous store and forward:

- D0120: Periodic oral evaluation — established patient
- D0150: Comprehensive oral evaluation – new or established patient
- D0210: Intraoral — complete series of radiographic images
- D0220: Intraoral — periapical first radiographic image
- D0230: Intraoral — periapical each additional radiographic image
- D0240: Intraoral — occlusal radiographic image
- D0270: Bitewing — single radiographic image
- D0272: Bitewings — two radiographic images
- D0274: Bitewings — four radiographic images
- D0330: Panoramic radiographic image
- D0350: Oral/Facial photographic images

For information about Medi-Cal Dental's teledentistry and billing for teledentistry guidelines, please refer to the Provider Handbook [Section 4 -Treating Beneficiaries](#), pages 4-14 and 4-15. Teledentistry resources can also be found on the Medi-Cal Dental website [here](#).

Communicating with Medi-Cal Patients

Please note that Medi-Cal dental providers may refuse to see a Medi-Cal patient who exhibits symptoms of acute respiratory illness. To that end, Medi-Cal dental providers should keep patients up-to-date and informed as to any changes to their respective dental office policies due to the COVID-19 situation, which may include cancellation of appointments. If a Medi-Cal patient contacts your dental office or is turned away from a dental appointment due to evidence of acute respiratory illness, DHCS requests that Medi-Cal dental providers instruct their Medi-Cal patients to contact an appropriate health care provider or seek immediate medical attention.

Preparedness Strategies

Medi-Cal dental providers should share current COVID-19 information and discuss preparedness strategies with their staff. To enhance the health and safety of dental offices, DHCS encourages Medi-Cal dental providers to adhere to the CDC's and CDPH's recommendations to prepare for COVID-19 in a healthcare facility. Some helpful preparedness strategies include but are not limited to the following:

- **For health care facilities, screen patients and visitors for symptoms of acute respiratory illness (e.g., fever, cough, difficulty breathing) before entering**. Please note that the CDC's Guidelines for Patient Screening and Infection Prevention and Control Recommendations are intended for health care facilities, and not specifically for dental offices.

- **Ensure proper use of personal protection equipment (PPE)**. Healthcare personnel who come in close contact with confirmed or possible patients with COVID-19 should wear the appropriate personal protective equipment.

- **Conduct an inventory of available PPE**. Consider conducting an inventory of available PPE supplies. Explore strategies to optimize PPE supplies.

- **Encourage sick employees to stay home**. Personnel who develop respiratory symptoms (e.g., cough, shortness of breath) should be instructed not to report to work. Ensure that your sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.

- **Encourage adherence to the CDC's** recommendations, including but not limited to the following steps, to prevent the spread of illness:
  - ° Avoid close contact with people who are sick.
  - ° Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - ° Avoid touching your eyes, nose, and mouth.
  - ° Clean and disinfect frequently touched objects and surfaces.
  - ° Stay home when you are sick, except to get medical care.
  - ° Wash your hands often with soap and water for at least 20 seconds.

- **Review environment-specific messaging strategies to prevent COVID-19 spread in communities**. For environment-specific messaging, visit the Preventing COVID-19 Spread in Communities page of the CDC website. Providers can also find helpful resources to download, print, and display in their dental offices to educate their patients on preventive best-practices and to enhance awareness of COVID-19. These resources are available in select threshold languages. Buttons and badges, videos, and news links can also be found on the Communications Resources page of the CDC website.

Additional Resources

For additional COVID-19 information and resources, we encourage you to review the following:

- California Dental Association (CDA) article Coronavirus updates for dentists

- American Dental Association (ADA) article Infectious Diseases in the News: 2019 Novel Coronavirus (COVID-19)
- Latest news from California Department of Public Health (CDPH) about COVID-19 | En Español
- CDPH COVID-19 guidance
- Centers for Disease Control and Prevention (CDC) COVID-19 response | En Español | 中文
- Follow CDPH Twitter for the latest COVID-19 information