



STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**

Med-QUEST Division  
Clinical Standards Office  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

March 13, 2019

MEMORANDUM

MEMO NO.  
FFS 19-01

TO: Fee-for-Service Providers - Dental

FROM: Judy Mohr Peterson, PhD *JMP*  
Med-QUEST Division Administrator

SUBJECT: REIMBURSEMENT FOR PROCEDURES RELATED TO FEE-FOR-SERVICE (FFS)  
TELEDENTISTRY SERVICES

The Med-QUEST Division (MQD) is issuing this memorandum to clarify Medicaid FFS reimbursement for dental care enabled by telehealth. This memorandum is an update to the previous QI-1702A and FFS 17-01A issued on May 2, 2017, on Tele-Health Law (Act 226, SLH 2016) Implementation.

“Telehealth” means the use of telecommunication services to transmit patient health information for interpretation and diagnosis while a patient is at an originating site and the health care provider is at a distant site. It is an enabling technology intended to facilitate access for patients who would otherwise not receive services without the provider being physically present.

1. Eligible Dental Providers for Hawaii Medicaid

Dental providers who are eligible to bill Hawaii Medicaid are also eligible providers to bill for telehealth. The criteria for eligible dental providers are the same regardless whether or not telehealth is utilized (e.g., DDS or DMD).

2. Eligible Dental Sites

The criteria for eligible dental sites are the same regardless whether or not telehealth is utilized.

### 3. Eligible Codes

The eligible codes for reimbursement will remain consistent with Memo QI-1702A (see Attachment A) with the addition of code D0145. All eligible codes shall have the same edits, in terms of frequency and limitations, as described in Chapter 14 of the Medicaid dental provider manual.

### 4. Billing Procedure

All claims for services provided through telehealth technology must be identified by the applicable teledentistry CDT code D9995 (teledentistry-synchronous) or D9996 (teledentistry-asynchronous). Both D9995 and D9996 have no fees assigned and are used to identify that the dental service was delivered via telehealth.

### 5. Service Date

MQD recognizes that the reimbursement for radiographic services is traditionally based on the date that the radiograph is read by the dentist providing the diagnosis. However, to minimize confusion that may potentially arise with asynchronous technology, the following protocol will be used when filing claims:

- The service date on the claim is based on the date that the patient was treated at the originating site regardless of whether or not asynchronous or synchronous technology was utilized.
- When asynchronous technology is used and the service date on the claim does not match the clinical notes (patient was seen at the originating site on date 00/00/00 to have x-rays taken, but interpretation of the x-rays to perform the exam was completed on date 00/01/00 at the distant site), a notation in clinical records should explain the discrepancy for auditing purposes.

### 6. Effective Date

Telehealth services rendered by a dental provider that meet the criteria above will be eligible for reimbursement effective July 1, 2018. Claims must meet the one (1) year filing deadline to be considered for reimbursement.

All dental claims filed using telehealth technology should follow the above protocols no later than April 1, 2019.

Should you have any questions, please contact Dan Fujii, DDS, MQD Dental Consultant, at [dfujii@dhs.hawaii.gov](mailto:dfujii@dhs.hawaii.gov).

Attachment

Attachment A  
CDT Codes approved for Teledentistry

CDT	Description
D0120	Periodic oral evaluation - established patient
D0145	Oral evaluation for a patient under 3 years of age and counseling with caregiver
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	Bitewing - two radiographic images
D0274	Bitewing - Four radiographic images
D0330	Panoramic radiographic image

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