



Dear Dental Provider,

Throughout the COVID-19 state of emergency, Health First Colorado (Colorado's Medicaid Program) is temporarily expanding its telemedicine policy to authorize the following:

- Adding emergency dental consultations via interactive audiovisual connections.

Existing Teledentistry Policy

Health First Colorado currently allows teledentistry services only for registered dental hygienists in consultation with a supervising dentist to perform limited procedures pertaining to Interim Therapeutic Restorations (ITR). For existing policy information, refer to the [DentaQuest Office Reference Manual](#).

COVID-19 State of Emergency Changes to Telemedicine Services

Dentists – Health First Colorado will allow reimbursement for an emergency dental consultation to a member that is conducted via interactive audiovisual connection. This consultation is only for emergency conditions and is used to determine if the member requires in-person emergency dental services (as defined by the American Dental Association), antibiotics, or other urgent recommendations that may be delivered via teledentistry.

Requirements for Teledentistry Services:

It is acceptable to use teledentistry to facilitate live contact directly between a member and a provider. Services can be provided between a member and a distant provider when a member is in their home or other location of their choice. Additionally, the distant provider may participate in the teledentistry interaction from any appropriate location.

- Providers must document the member's consent, either verbal or written, to receive teledentistry services.
- The availability of services through teledentistry in no way alters the scope of practice of any health care provider; nor does it authorize the delivery of health care services in a setting or manner not otherwise authorized by law.
- Services not otherwise covered by Health First Colorado are not covered when delivered via teledentistry.
- The use of teledentistry does not change prior authorization requirements that have been established for the services being provided.
- Record-keeping and patient privacy standards should comply with normal Medicaid requirements and HIPAA. [Office for Civil Rights \(OCR\) Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency](#)

Billing Guidance for Dentists:

To receive reimbursement for teledentistry services, providers must follow the following billing practices:

- ADA Claim Form – Providers must bill code D9995 to be eligible for reimbursement for services provided.
- All providers must include a narrative of medical necessity with claim submission describing the need for teledentistry due to COVID-19.

More communications will be sent as updates to the policy are available.

Thank you,

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