

# TELEDENTISTRY GUIDELINES DURING CORONAVIRUS (COVID-19)

## Cigna Dental

From the first signs of the COVID-19 outbreak, Cigna has been working diligently behind the scenes to support the health and well-being of our employees, clients, customers, and communities. Below are temporary guidelines for teledentistry consultations.

### Standard 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.

### Are teledentistry consultations allowable for limited and problem-focused evaluations? (D0140, D0170, D0171)

- › Cigna allows benefits for limited and problem-focused evaluations (D0140, D0170). We will cover these evaluations if performed in traditional practice settings or if completed through teledentistry.
- › Cigna considers post-operative services covered as part of the primary service completed.
- › Cigna considers teledentistry (D9995 and D9996) as reporting a modality to deliver services generally covered as part of the primary service completed. But D9995 and D9996 may be separately reimbursable where specific plan designs allow or depending on state regulations.

### Are consultations with a patient's physician allowable? (D9311)

- › Cigna considers (D9311) a dentist consultation with a medical provider to be part of the dental services provided directly to the patient. No separate reimbursement is allowed unless required by state law.

### Will frequency limits be waived to not count towards evaluations that may be needed later in the year when D0140, D0170 and D0171 are submitted?

Applicable frequency limits for evaluations, including limited and problem-focused evaluations will remain in place.

If you have any questions concerning these teledentistry guidelines, please contact our Provider Services Unit for assistance at 1.800.Cigna24 (1.800.244.6224). Through the voice prompts, identify yourself as a "provider," request "contracting," and identify yourself as a "dental" caller.



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