Teledentistry Covid -19

Is teledentistry here to stay?

Paula VanBuskirk, DDS
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“Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less.”

Marie Curie, physicist
Spring Break 2020 - CDC recommends that all routine dental procedures be postpone and dentist only see emergencies in the dental clinic.

The birth of the virtual visit.
What did that leave us with?

- Staff members - all dressed up and nowhere to go.
- Ghost town in the clinic
- Repurposed staff as needed
- We had planned to add teledentistry into our program beginning in the fall of 2020. The plan was to enhance patient-provider relationship.
- Moved up timeline - Fast track to teledentistry
ADA COVID-19
Coding and Billing
Interim Guidance:
Virtual Visits

- Latest version May 11, 2020
- Detailed guidance
Beginning Obstacles:

- Dentist uncertain about completing virtual visits
  - Concern about diagnosing over the phone
  - Concern about navigating the phone call - lack of confidence
- Cost with the audio/visual platform
- Equipment - phone, IT, computer
- Registration - Who does it effect in your organization. Getting information, other departments
- Not having a set process at the beginning
- Standardized notes
Flow Chart:
From the beginning to the end
Triage Agent:

- Updates health history
- Explains the process
- Covid-19 screening
- Discusses the disclosure of the media platform and billing insurance
- Collects pertinent patient demographics
- Triage patient on dental concerns and determines if virtual vs clinic visit is needed.
Virtual Visit Coordinator:

- Schedules virtual visit
- Prepares dentist for visit
- Introduces dentist and completes the initial interview of patient with dentist
- Records the time of visit.
- Scribes part of the note
- Coordinates any referral or follow-up visits
Coding:

- D9995 - Teledentistry - synchronous; real-time encounter
- D9996 - Teledentistry - asynchronous; information stored and forward to dentist for review.
- D0140 - Limited Oral Evaluation
- D0170 - Re-evaluation - limited, problem focused (established patient)
- D0171 - Re-evaluation - post operative office visit
- D0190 or D0999 - Screening
- D9992 - Dental case management - care coordination
- D9310 - Consultation
Disclosure:

ADA Disclosure

• Describes the televisit process that is focusing on problem focused evaluations

• It mentions that the federal government will not enforce HIPAA regulations concerning medical and dental offices providing non-public audio or video platforms to complete limited evaluation.

• A statement that our dental facility will take the patient information confidentiality serious and will do everything to protect it.

• It informs the patient that certain dental insurances have allowed for reimbursement of teledentistry and that we will submit such claims.

• We are using one of the approved platforms for the remote visit.
[6] Have you been around anyone that has had or suspected to have COVID-19?
Yes has been around someone who had or might have COVID-19
No does not have any allergies.

[7] Do you have any pre-existing medical conditions?
Yes has pre-existing medical conditions.
No pre-existing medical conditions.

[8] List pre-existing medical conditions

[9] Do you have any allergies?
Yes has allergies.
No does not have any allergies.

[10] List allergies

[11] Where is your pain?

[Diagram of teeth with highlighted areas]
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td><strong>[21]</strong> If patient is a minor, confirm identity of person completing screening.</td>
<td><strong>[22]</strong> Ask parent/caregiver minor's last known weight.</td>
<td><strong>[23]</strong> Was photo taken and uploaded to chart? Was informed consent for virtual visit reviewed and emailed to patient/caregiver?</td>
</tr>
<tr>
<td>Name of caller:</td>
<td></td>
<td></td>
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<tr>
<td>Relationship to minor:</td>
<td></td>
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<tr>
<td><strong>[24]</strong> Document time for screening</td>
<td><strong>[25]</strong> Other pertinent information</td>
<td><strong>[26]</strong> Action taken</td>
</tr>
<tr>
<td>Screening start time:</td>
<td>Other pertinent information:</td>
<td></td>
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<tr>
<td>Screening end time:</td>
<td></td>
<td>schedule Virtual Visit</td>
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<tr>
<td></td>
<td></td>
<td>schedule pregistration and Virtual Visit</td>
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<tr>
<td></td>
<td></td>
<td>schedule emergency visit in clinic</td>
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<tr>
<td></td>
<td></td>
<td>referred to endodontist</td>
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<tr>
<td></td>
<td></td>
<td>referred to pediatric dentist</td>
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<tr>
<td></td>
<td></td>
<td>referred to oral surgeon</td>
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<td></td>
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<td>schedule appointment in clinic</td>
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<td></td>
<td></td>
<td>provided patient education for concerns</td>
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<td></td>
<td></td>
<td>advised pt to call clinic after COVID-19 crisis and schedule a routi</td>
</tr>
<tr>
<td><strong>[27]</strong> Who triaged the patient?</td>
<td></td>
<td></td>
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<tr>
<td>Triage Agent:</td>
<td></td>
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</tbody>
</table>
Template: Virtual Visit Coordinator
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>[15] Were medications or other pain relief measures effective?</td>
<td></td>
</tr>
<tr>
<td>- pain relief with medication</td>
<td></td>
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<tr>
<td>- no pain relief with medication</td>
<td></td>
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<tr>
<td>- pain relief with other measures</td>
<td></td>
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<tr>
<td>- no pain relief with other measures</td>
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<tr>
<td>[15] Any swelling?</td>
<td></td>
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<tr>
<td>Reports swelling is present</td>
<td></td>
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<tr>
<td>Denies any swelling</td>
<td></td>
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<tr>
<td>[17] If yes to swelling, where and when did it occur?</td>
<td></td>
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<tr>
<td>[18] Is the tooth loose?</td>
<td></td>
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<tr>
<td>Confirms tooth is loose</td>
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<tr>
<td>Denies tooth is loose</td>
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<td>[19] Any additional symptoms?</td>
<td></td>
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<tr>
<td>- bleeding</td>
<td></td>
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<tr>
<td>- drainage</td>
<td></td>
</tr>
<tr>
<td>- purulence (pus)</td>
<td></td>
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<tr>
<td>- has not noticed bleeding, drainage or purulence</td>
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Graph:

Covid 19 - Patients

Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8
--- | --- | --- | --- | --- | --- | --- | ---
Incoming Calls | Triage Calls | Virtual Visits | Actual Visits

0 | 0 | 0 | 0 | 0 | 0 | 0 | 0
--- | --- | --- | --- | --- | --- | --- | ---
50 | 50 | 50 | 50 | 50 | 50 | 50 | 50
--- | --- | --- | --- | --- | --- | --- | ---
200 | 200 | 200 | 200 | 200 | 200 | 200 | 200
--- | --- | --- | --- | --- | --- | --- | ---
400 | 400 | 400 | 400 | 400 | 400 | 400 | 400
--- | --- | --- | --- | --- | --- | --- | ---
600 | 600 | 600 | 600 | 600 | 600 | 600 | 600
Insurance companies and Reimbursement

- Several Major Insurance companies - BC/BS, Delta dental, United Healthcare, Aetna, Metlife, Humana, United Concordia, and Principal.

- Other insurance companies

- Insurances do not consider D9995 and D9996 as a separate benefit

- Reimbursement D0140 or D0170

- Photo and Audio / Video

- CNDH reimbursement
Recent Obstacles:

• Communication…. Communication…. Communication ———> Daily Virtual Huddle.
• Pre-registration…. 
• Assigning Teams - Dentist/Triage Agent/ Virtual Coordinator 
• Needing a more permanent platform
Results:

Measured as a success

• Increased confidence on communicating via teledentistry
• The realization that we can treat certain emergencies via virtual visits.
• Decreased amount of PPE utilized.
• Streamlined the referral process to the specialists
• Improved customer service
• Streamlined for a Covid-19 schedule
• FaceTime then Zoom
• Potential revenue source
Post Covid - Teledentistry

Where do we go from here?

• Walk in procedure after Covid -19
• Consults with specialist
• Long distance patients - initial consultation
• Multidisciplinary Consultation - primary care, pediatrician and etc.
• Post operative appointments
• Cxl/BA - Schedule team to triage patient for same-day appointment
• Who is on virtuals?
• Dentist introducing themselves to new assigned patients - create connection with patient prior to appointment.
“There are only two days in the year that nothing can be done. One is called *yesterday* and the other is called *tomorrow*, so today is the right day to love, believe, do and mostly live.”

Dalai Lama