

# OFFICIAL COMMUNICATION

## OPERATIONAL NETWORK MANAGEMENT DEPARTMENT

April 28, 2020

**TO ALL GENERAL DENTISTS, PEDODONTISTS, ENDODONTISTS, PERIODONTISTS, PROSTHODONTISTS,  
AND ORAL AND MAXILOFACIAL SURGEONS  
PARTICIPANTS OF MCS ADVANTAGE INC. AND MCS LIFE INSURANCE COMPANY**

### **Remote Service Billing Flexibility (Teledentistry)**

Greetings from MCS Life Insurance Company and MCS Advantage, Inc.! Given the public health emergency as a result of the COVID-19 pandemic, MCS continues to update information on remote assessment services for patients.

We're pleased to inform you that you can bill for patient interventions when performed remotely effective March 16, 2020.

The codes approved for the duration of the emergency period for remote service billings are:

CODE	DESCRIPTION	RATE
D9995	<b>Teledentistry</b> – synchronous; real-time encounter Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.	\$18.00
D9996	<b>Teledentistry</b> – asynchronous; information stored and forwarded to dentist for subsequent review. Reported in addition to other procedures delivered to the patient on the date of service.	\$18.00

It is important to observe the following coding rules:

1. Codes D9995 and D9996 must be billed in combination with Code D0140. The D0140 code will be processed and paid according to the insured coverage and current contracted rates.
2. Use POS - 02 – “*Teledentistry*” and identify it in Field #38 of your electronic invoice or the one regularly used to provide the service, for the duration of the emergency. Once the emergency is over, the original billing rules for these services will apply.
3. The dentist retains responsibility for ensuring the safety and quality of the services provided to patients using telecommunications technology and methods, including safeguarding the confidentiality of information.
4. Services provided through teledentistry must be consistent with the services offered face to face. The encounter must comply with the correct coding guidelines, documentation of the services provided, and medical need, as applicable, and included in the patient's record.

If you have any questions regarding this issue, you can call our provider Service Call Center at 787.620.2535 (metro area) or 1.800.981.4766 (toll free), Monday to Friday from 8:00 a.m. to 5:00 p.m., and Saturday 8:00 a.m. to 1:00 p.m. You can also contact your assigned Service Specialist.