

Teledentistry benefit enhancements

Overview

Starting in July 2021, instead of using a patient's exam benefits for teledentistry services, you can be reimbursed for exams and for the teledentistry services you provide. When you provide teledentistry services to your patients, you're giving them a better experience and virtually meeting them where they are to address their concerns. And now there's an added benefit for you.

Frequently asked questions

How will this new process benefit my practice?

You can increase your revenue by submitting separate claims for teledentistry services you provide to patients who are UnitedHealthcare members.

What memberships plan can I provide teledentistry services for and get reimbursed?

You can submit claims for teledentistry services you provide to patients with Commercial and Medicare plans. Always be sure to check eligibility before administering services.

When can I begin submitting claims for teledentistry services?

You can submit claims for teledentistry services provided beginning in July.

How do I submit teledentistry claims?

You can submit teledentistry claims the same way you do for other dental services. Electronic claims submission is fast and easy through the provider portal at UHCdental.com.

How will I get reimbursed for my services?

You'll get reimbursed the same way you do now for other services you provide.

What codes should I use when I submit claims for teledentistry services?

D9995 and D9996 – please use the definitions from the American Dental Association to determine which code is appropriate for your patient's specific situation.

Why should I encourage my patients to use teledentistry services?

Teledentistry offers members a better experience and reduces the need for in-office exams or emergency room visits for urgent dental needs.

Key points

- Get reimbursed separately for your patients' exams and for the teledentistry services you provide to them
- Begin submitting claims for teledentistry services you provide to patients who are UnitedHealthcare members in July 2021

How can I get more information about the teledentistry claim reimbursements?

We're excited to offer you this new revenue opportunity. Please reach out to Provider Services at **800-822-5353** with any questions about claim reimbursements for teledentistry services provided to UnitedHealthcare members.

Are there other considerations to keep in mind for teledentistry claim submissions?

Please refer to American Dental Association code definition for teledentistry services. Teledentistry should be used to deliver care for nonemergency dental conditions, such as consultations for oral pain, broken or sensitive teeth, gum swelling and bleeding. Teledentistry codes should not be billed with surgical dental services.