

**MILLE LACS BAND OF OJIBWE  
HEALTH AND HUMAN SERVICES POLICY & PROCEDURE**

---

**Department:** Health Services-Dental

**Policy Number:** HHS-HS-DNT XXXX

---

**Policy Title:** Teledentistry Procedures

---

**Attachments:**

---

**Revision History:**

**Revised by/Date:**

---

**Approved by:**

Dr. Ravi Gupta, Dental Director



**Date:**

04/09/2020

---

**Approved by:**

Nicole Anderson, Commissioner of HHS



**Date:**

4-22-2020

---

**POLICY STATEMENT:** In an effort to connect providers and patients, Mille Lacs Band Health and Human Services (HHS) provides Teledentistry Services as an additional method of access to care.

**PURPOSE:** The purpose of this policy is to express the clinical and administrative standards of Teledentistry Services at Mille Lacs Band HHS.

**DEFINITIONS:**

Teledentistry refers to the use of telehealth systems and methodologies in dentistry. Telehealth refers to a broad variety of technologies and tactics to deliver virtual medical, health, and education services. Telehealth is not a specific service, but a collection of means to enhance care and education delivery.

Teledentistry can include patient care and education delivery using, but not limited to, the following modalities:

- Live video (synchronous): Live, two-way interaction between a person (patient, caregiver, or provider) and a provider using audiovisual telecommunications technology.
- Store-and-forward (asynchronous): Transmission of recorded health information (for example, radiographs, photographs, video, digital impressions and photomicrographs of patients) through a secure electronic communications system to a practitioner, who uses the information to evaluate a patient's condition or render a service outside of a real-time or live interaction.
- Remote patient monitoring (RPM): Personal health and medical data collection from an individual in one location via electronic communication technologies, which is transmitted to a provider (sometimes via a data processing service) in a different location for use in care and related support of care.
- Mobile health (mHealth): Health care and public health practice and education supported by mobile communication devices such as cell phones, tablet computers, and personal digital assistants (PDA).

**PROCEDURE:**

**General Considerations:** The treatment of patients who receive services via teledentistry must be properly documented and should include providing the patient with a summary of services. Dentists who deliver services using teledentistry must establish protocols for appropriate referrals when necessary.

**MILLE LACS BAND OF OJIBWE  
HEALTH AND HUMAN SERVICES POLICY & PROCEDURE**

---

**Patients' Rights:** Dental patients whose care is rendered or coordinated using teledentistry modalities have the right to expect:

1. That any dentist delivering services using teledentistry technologies will be licensed and be providing these services as otherwise authorized by their applicable dental board.
2. Access to the licensure and board certification qualifications of the oral health care practitioner who is providing the care in advance of the visit.
3. That the delivery of services through teledentistry technologies will follow evidence-based practice guidelines, to the degree they are available, as a means of ensuring patient safety, quality of care and positive health outcomes.
4. That they will be informed about the identity of the providers collecting or evaluating their information or providing treatment, and of any costs they will be responsible for in advance of the delivery of services.
5. That relevant patient information will be collected prior to performing services using teledentistry technologies and methods including medical, dental, and social history, and other relevant demographic and personal information.
6. That the provision of services using teledentistry technologies will be properly documented and the records and documentation collected will be provided to the patient upon their request.
7. That services provided using teledentistry technologies and methods include care coordination as a part of a dental home and that the patient's records be made available to any entity that is serving as the patient's dental home.
8. That the patient will be actively involved in treatment decisions, will be able to choose how they receive a covered service, including considerations for urgency, convenience and satisfaction and without such penalties as higher deductibles, co-payments or coinsurance relative to that of in-person services.
9. That the delivery of services using teledentistry technologies are performed in accordance with applicable laws and regulations addressing the privacy and security of patients' private health information.
10. Limitations of the service shall be explained to the patient.

**Quality of Care:** The dentist is responsible for, and retains the authority for ensuring, the safety and quality of services provided to patients using teledentistry technologies and methods. Services delivered via teledentistry should be consistent with in-person services, limitations placed by not having a Dentist in person shall be explained to the patient, and the delivery of services utilizing these modalities must abide by laws addressing privacy and security of a patient's dental/medical information.

**Supervision of Allied Dental Personnel:** The extent of the supervision of allied dental personnel shall conform to the applicable dental practice act in the State of Minnesota (or when applicable Mille Lacs Band of Ojibwe/IHS) laws where the patient receives services and where the dentist is licensed. The dentist should be knowledgeable regarding the competence and qualifications of the allied personnel utilized, and should have the capability of immediately contacting both the allied dental personnel providing service and the patient receiving services. All services delivered by allied dental personnel shall be consistent with Minnesota State Board of Dentistry or MLBO rules when applicable.

**Licensure:** Dentists and allied dental personnel who deliver services through teledentistry modalities must be licensed or credentialed in accordance with the laws of the State of Minnesota (or when applicable the Mille Lacs Band of Ojibwe/IHS) in which the patient receives service. The delivery of services via teledentistry must comply with Minnesota State's scope of practice laws, regulations or rules.

**MILLE LACS BAND OF OJIBWE  
HEALTH AND HUMAN SERVICES POLICY & PROCEDURE**

---

**Reimbursement:** Dental benefit plans and all other third-party payers, in both public (e.g. Medicaid) and private programs, shall provide coverage for services using teledentistry technologies and methods (synchronous or asynchronous) delivered to a covered person to the same extent that the services would be covered if they were provided through in-person encounters. Coverage for services delivered via teledentistry modalities will be at the same levels as those provided for services provided through in-person encounters and not be limited or restricted based on the technology used or the location of either the patient or the provider as long as the health care provider is licensed in the state where the patient receives service.

**Technical Considerations:** Dentists and allied staff along with MLBO IT department will assure conformance with applicable data exchange standards to facilitate delivery of services via teledentistry modalities. These include, but are not limited to, Digital Imaging and Communications in Medicine (DICOM) standards when selecting and using imaging systems, X12/HL7 for the exchange of information and ICD-9/10-CM/SNOMED/SNODENT for documentation consistency. A compliant EDR will be utilized.

**Policy and guidance specific to Minnesota Health Care Programs (MHCP):**

**Teledentistry:** Teledentistry is the delivery of dental care services or consultations while the patient is at an originating site and the dentist is at a distant site.

MHCP allows payment for teledentistry services. Payment is allowed for interactive audio and video telecommunications that permit both real-time and “store and forward” communication between the distant site dentist or practitioner and the member. “Store and forward” is when the electronic transmission of medical information through secure transmissions lacks direct or dedicated connections and is stored in an intermediary device before being transmitted to the final destination. The services must be of sufficient audio and visual fidelity and clarity as to be functionally equivalent to a face-to-face encounter. Reimbursement for teledentistry is the same as face-to-face encounters and only a distant site can bill for services.

To be eligible for reimbursement, providers must self-attest that they meet all of the conditions of the MHCP telemedicine policy by completing the Provider Assurance Statement for Telemedicine (DHS-6806).

**Eligible recipients:** Teledentistry coverage applies to MHCP members in fee-for-service (FFS) and managed care programs.

**Originating sites:** The originating site is the location of an eligible MHCP member at the time the service is being furnished via a telecommunication system. Authorized originating sites are listed as follows:

- Health care facility
- Long-term care facility
- Public health agency or institution
- Public or private school authority
- Private nonprofit or charitable organizations
- Social services agency or program
- Residential setting in the presence of licensed health care providers

**MILLE LACS BAND OF OJIBWE  
HEALTH AND HUMAN SERVICES POLICY & PROCEDURE**

Affiliate practice or originator within Minnesota Board of Dentistry defined scope of practice must be present at originating site:

- Dentist
- Advanced dental therapists
- Dental therapists
- Dental hygienists
- Licensed dental assistants
- Other licensed health care professionals

**List of teledentistry services**

- D0120: Periodic oral evaluation—established patient
- D0140: Limited oral exam
- D0145: Oral evaluation for a patient under 3 years of age
- D0150: Comprehensive oral evaluation—new or established patient
- D0210: Intraoral—complete series of radiographic images
- D0220: Intraoral—periapical first radiographic image
- D0230: Intraoral—periapical each additional radiographic image
- D0270: Bitewing—single radiographic image
- D0272: Bitewings—two radiographic images
- D0274: Bitewings—four radiographic images
- D0240: Intraoral—occlusal radiographic image
- D0330: Panoramic radiographic image
- D9310: Medical Dental Consultation

<b>Internal and/or External References</b>	Minnesota Health Care Programs - Provider Manual - Dental Services - Covered Services - Teledentistry
<b>Compliance - Posting Date</b>	4/22/2020 <del>HA</del>
<b>Replaces – Policy Number</b>	
<b>Next Review - Due Date</b>	4/22/2023