

# BULLETIN

**Bulletin Number:** MSA 20-21

**Distribution:** Dentists, Dental Clinics, Federally Qualified Health Centers, Tribal Health Centers, Local Health Departments, Dental Health Plans, Medicaid Health Plans, Integrated Care Organizations

**Issued:** April 29, 2020

**Subject:** COVID-19 Response: Limited Oral Evaluation via Telemedicine

**Effective:** March 10, 2020

**Programs Affected:** Medicaid, Healthy Michigan Plan, Children's Special Health Care Services (CSHCS), MICHild

This policy applies to Medicaid Fee-for-Service (FFS) and managed care providers.

Per Centers for Disease Control and Prevention (CDC) and State recommendations, social distancing is encouraged to slow the spread of COVID-19 and thus preserve the health system capacity for the duration of this pandemic. Minimizing face-to-face contact whenever possible is strongly encouraged. These temporary policy changes offer flexibility for providers to meet the needs of beneficiaries through alternative means while protecting the health and welfare of both parties.

The purpose of this guidance is to allow dentists to provide the limited oral evaluation (Current Dental Terminology [CDT] code D0140) via telemedicine technology to protect the health and welfare of beneficiaries and providers while maintaining access to vital services during the COVID-19 pandemic. Consistent with public health emergency conditions at both the state and federal level related to COVID-19, the Michigan Department of Health and Human Services (MDHHS) is issuing this policy effective March 10, 2020. Given the circumstances, this policy is intended to be time-limited, and MDHHS will notify providers of its termination.

MDHHS will expand dental policy to allow dentists to provide the limited oral evaluation via telemedicine. All requirements of the general telemedicine policy described in Bulletin MSA 20-09 and the MDHHS Medicaid Provider Manual must be followed when providing the limited oral evaluation via telemedicine, including scope of practice requirements, contingency plan, and the use of both audio and visual service delivery unless otherwise indicated by federal guidance. The Medicaid Provider Manual and bulletins are located at [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders) >> Policy, Letters & Forms.

When all possibilities to provide services using both audio and visual technology have been deemed not possible due to beneficiary access barriers (i.e., lack of a smart phone, data coverage concerns, etc.), the limited oral evaluation will be allowed for the service delivery telephonic (audio) only. Providers using the audio only option must follow the requirements described in Bulletin MSA 20-13.

All limited oral evaluations using telemedicine or telephonic service delivery must be documented in the beneficiary's record, including the date, time, and duration of the encounter, and any pertinent clinical documentation required per CDT code description. The dentist is responsible for ensuring the safety and quality of services provided through the use of telemedicine technologies.

**CSHCS Beneficiaries:** CSHCS beneficiaries (i.e., those who do not also have Medicaid coverage) who have dental benefits related to their CSHCS qualifying diagnosis are included in this policy. Not all CSHCS beneficiaries qualify for dental services. Refer to the MDHHS Medicaid Provider Manual, Children's Special Health Care Services chapter, for CSHCS program information.

**Billing Instructions:** Providers should bill on the American Dental Association (ADA) claim form and use place of service (POS) 02 -Telehealth when reporting the limited oral evaluation delivered via telemedicine. Additionally, when providing the service via telephone, the comment "services provided via telephone" must be entered in the remarks section of the claim.

Managed care organizations may have different billing instructions. Providers should contact the individual health plan or the health plan's dental vendor for billing guidance.

### **Public Comment**

The public comment portion of the policy promulgation process is being conducted concurrently with the implementation of the change noted in this bulletin. Any interested party wishing to comment on the change may do so by submitting comments to Heather Beavers, Policy Specialist, via e-mail at:

E-mail: [BeaversH1@michigan.gov](mailto:BeaversH1@michigan.gov)

Please include "COVID-19 Response: Limited Oral Evaluation via Telemedicine" in the subject line.

Comments received will be considered for revisions to the change implemented by this bulletin.

### **Manual Maintenance**

Information is time-limited and will not be incorporated into any policy or procedure manuals.

## Questions

Any questions regarding this bulletin should be directed to Provider Inquiry, Department of Health and Human Services, P.O. Box 30731, Lansing, Michigan 48909-8231, or e-mailed to [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov). When you submit an e-mail, be sure to include your name, affiliation, NPI number, and phone number so you may be contacted if necessary. Providers may phone toll-free 1-800-292-2550.

## Approved



Kate Massey, Director  
Medical Services Administration