

Teledentistry claims submission information for HealthPartners participating dentists

In these unprecedented, stressful and uncertain times, we are grateful for your care of HealthPartners members and all your patients. We want you to know that we are here and continue to provide support, process claims, answer your calls and answer member calls.

We are accepting teledentistry claims at this time for those patients seen for emergency care through May 31, 2020. We will be in touch if this timeframe is extended due the current pandemic situation. For teledentistry, we are generally following the guidance offered to dentists from the American Dental Association. Our contracts with employer groups for dental benefits will continue to guide covered services, etc. As you have certainly been reading about in this pandemic, there has been a gigantic shift to “virtual” meetings and visits, including those for telehealth services. Telehealth has been a rapidly growing trend the past few years and has not been limited to just younger people. We at HealthPartners believe that the pandemic may create further demand for “virtual” visits, be they medical or dental, and are exploring what services can be delivered via teledentistry and what patients consider to be true emergencies. At this time, emergency dental exams will be covered via teledentistry. (codes D0140 and D0170)

Attached, please find information that can assist you in submitting the claims for HealthPartners members. There is a step by step guide, information related to the most common dental records systems in use in this area (Dentrix, Eaglesoft, Open Dental), and a short section of FAQ’s.

In addition, to including the required teledentistry code (D9995 or D9996) on the claim, we are soliciting your help in this effort by urging you to include diagnostic codes to your claim submissions. Not only should this benefit you by providing greater documentation for your records, but we would like to share and disseminate the learnings from our research team as we evaluate the information. Many of you may be unaware that HealthPartners has a very active research institute that has incorporated dental research for many years.

In the step by step information, we are including necessary steps for adding diagnostic codes and links to where you can look up any information necessary from the common dental software vendors.

Again, thank you for your partnership and the care and service you provide our members. We look forward to working with you as we have in the past and in new learnings we may obtain from the COVID pandemic.



A handwritten signature in black ink that reads "David S. Gesko, DDS".

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Filing a HealthPartners Dental Claim Step by Step

First and foremost, much of the claim submission process remains the same. This page documents key additions that would result in the most complete information.

For a teledentistry claim:

- 1) Make sure you are using ADA claim form 2012 or newer in your electronic dental record setup.
- 2) Include all the information you would normally include on any dental claim, including the teledentistry CDT codes D9995 or D9996. Note these codes are not reimbursed but required as an identifier to ensure correct processing of the teledentistry claim.
- 3) Line 38 service location. Depending on your software, it may have a small list to select from. Make sure you have not selected "office" or "clinic". Choose other options that most closely match teledentistry or video visits, depending on what you are using.
- 4) Line 34. Select ICD10 (May show as "AB")
- 5) Line 34b, diagnostic codes. Please add the most appropriate diagnostic code and relate it to the service provided on line 29a. (likely a limited exam). If the enclosed very short list of ICD10 codes does not reasonably describe what you believe to be the proper diagnosis, you can either sort through a list of all ICD10 codes (at ICD10.com, often in section K) or simply use the grouper listed under general concepts on the enclosed list, K08.89, Other disorders of the teeth/gums.
- 6) Add the appropriate procedure codes.

Where do I find information for my dental software to add diagnostic codes?

Again, diagnostic code submission is strongly encouraged but not required. We hope you will help us learn during these unusual times.

Dentrix: <https://dentrixtiptuesdays.blogspot.com/search?q=icd-10>

Or: <https://www.youtube.com/watch?v=q9RorzLHb-U>

Eaglesoft:

https://pattersonsupport.custhelp.com/app/answers/detail/a_id/20222/kw/complete%20a%20claim%20form

Open Dental: <https://Opental.com/manual/claimformada2012.html>

For others, please just call your normal customer service lines.

Frequently asked questions

Are HealthPartners Customer and provider services still available? How do I reach them?

Dental Network Management: Dentalcontracting@healthpartners.com or one of the phone numbers below:

Michelle Searcy – 952-883-5168

Sharonette Williams – 952-883-7511

Jill McRae – 952-883-6140

Dental Claims – 651-265-1000

What procedures should be reported on a teledentistry claim?

HealthPartners is generally following the ADA guidelines for dentists (ADA.org).

The codes in the ADA document can also be found on the sheet with the diagnostic codes.

Which of the codes will I be reimbursed for with a teledentistry claim?

Typically emergency codes D0140 and D0170.

Are diagnostic codes required on the claim form?

While we hope you are willing to help us try and learn from this pandemic (and we will share any learnings with our participating dental clinics), they are not a requirement to be reimbursed for a claim at this time.

With so many people losing their jobs or being furloughed, how do I know who is covered and who is responsible for payment?

Please continue to use the HealthPartners Provider Portal to verify member eligibility and benefits. HealthPartners will provide the most up to date eligibility information it has for any individual or group.