

# Teledentistry benefit enhancements

## Overview

Teledentistry services make it easier for your patients to get the care they need. It allows you to connect virtually with patients, address their concerns quickly and provide a more personalized care experience.

## Frequently asked questions

### How will this process benefit my practice?

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

### Which membership plans can I be reimbursed for?

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. For Medicaid benefit guidelines, please review your state-specific UnitedHealthcare Dental Medicaid Provider Manual.

### 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 providerportal at [UHCdental.com](https://www.uhc.com/dental).

### 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 limited oral evaluations and teledentistry services you provide to your patients
- Begin submitting claims for teledentistry services you provide to patients who are UnitedHealthcare

## **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 the American Dental Association code definition for teledentistry services. Teledentistry should be used for consultations involving oral pain, broken or sensitive teeth, gum swelling and bleeding, or other dental concerns. It is intended to evaluate the need for further care. Teledentistry codes should not be used in conjunction with definitive dental services.