Teledentistry in Missouri During the COVID-19 Pandemic

Gary Harbison, Executive Director
March 25, 2020
This webinar will be recorded
This webinar is being recorded and will be available later

Please complete the post-webinar survey

Participation is limited by technology to 100 people

Requests have exceeded capacity

Your audio and video are muted upon entry

Please ask questions via Chat

Hold questions until after presentations

This webinar is taking place in a highly dynamic context

The COVID-19 pandemic is unprecedented

Conditions, information and response change frequently

Resources –
- Oral Health - MO Dept. of Health and Senior Services
- Missouri Dental Association
- MO HealthNet Provider Hot Tip

Thanks to all participants

Thank to our panelists
Panelists

- John Dane DDS, Missouri State Dental Director
- Nathan Suter, DDS - CEO, Access Teledentistry - Owner, Green Leaf Dental
- Ron E. Inge, DDS, Chief Dental Officer, Delta Dental of Missouri
- Dr. Michael Berry, President, Missouri Dental Association
- Samuel Zwetchkenbaum, DDS, MPH, Dental Director, RI Department of Health
Using Teledentistry to Cope with COVID-19

Dr. John Dane, Dental Director
Missouri Department of Health and Senior Services and
Missouri Department of Social Services
Revised Telehealth Hot Tip – March 23, 2020

This hot tip also applies to providers contracted with Managed Care Organizations.

The requirement that providers must have an established relationship with the patient before providing services via Teledentistry is waived.

Co-payment for any services provided by teledentistry is waived.

Quarantined providers are allowed to provide teledentistry services from their homes. These services should be billed as distant site services using the clinic’s provider number.

MO HealthNet will allow providers to bill for teledentistry services as long as they are licensed in the state in which they practice.
Dental Codes Related to Teledentistry

- The CDT codes approved for Teledentistry are:
  - D9995 Teledentistry – synchronous; real time encounter. Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service; and
  - D9996 Teledentistry – asynchronous; information stored and forwarded to dentist for subsequent review. (Reported in addition to other procedures (e.g., diagnostic) delivered to the patient on the date of service.)
  - Both codes are reimbursed at a rate of $14.82.

- MO Health Net covers the following dental codes that were recommended by the American Dental Association in addition to the teledentistry codes:
  - D0140 – children and adults
  - D0170 – children only
Questions?

- MO HealthNet has established an e-mail account for providers with questions about special accommodations and billing questions during the COVID-19 pandemic. Please contact us at mhd.covid-19@dss.mo.gov.
DR. SUTER
BIO SKETCH

Dental Director
COMTREA CHC
2013-2018

NNOHA
Outstanding Clinician Award
November 2016

MDA Dentist of the Year
November 2019

Private Practice Owner
July 2018- Present

MO Coalition for Oral Health Board Chair
2014 - Present

ADA David Whiston Leadership Award
November 2016

ADA New Dentist Top 10 Under 10
March 2020

Access Teledentistry Consultant
January 2018- Present
Community Mental Health Center since 1974
FQHC since 2012
Dental Clinic opened 2013

12 Dentists
6 Hygienists
25 Dental Assistants
16 Front office Associates

9,574 Patients in 2018
22,779 Visits in 2018

1 Mobile Clinic
   53 foot tractor trailer

2 Fixed Clinics
   Strip Mall Based

3 School Based
   Built into school buildings

3 Portable Clinics
   Teledentistry
Pilot Program Details

Initial Teledentistry Pilot Demonstration 2017

12 dentists trained

6 hygienists trained

33 Schools + 1 nursing home + 2 primary care
COMTREA Program
Green Leaf Dental Care

Private Practice Using Teledentistry

- Started in December 2018
- Increasing Hours of Operation
- Increase Hygiene Availability
- For exams on hygiene only days

Increasing Access and Availability

- Solution for when the Dentist is out of the office
  - Conferences
  - Vacation
  - Sick Days

- 20 extra hours per month

- 22% increase in office hours

- Patients want convenient hours
Teledentistry Workshop Overview

Day 1
• Introduction to Teledentistry
• Examples of Teledentistry Projects around the US
• Access Teledentistry’s Four Phase Overview
• Care Coordination
• Data Collection
• Examination
• Follow Up
• Legal/Regulatory

Day 2
• Technology/Operations
• Financial/Sustainability
• Training/Evaluation
• Photography Hands On Training
• Teledentistry Exam Hands On
• Q&A-Closing
What is teledentistry?
Teledentistry + Covid-19

Google Trends February 2017 – March 21, 2020

Interest over time

- teledentistry
- virtual dental home

1. Connecticut
   - Rank: 1
   - Score: 100

2. Arizona
   - Rank: 2
   - Score: 54

3. Nevada
   - Rank: 3
   - Score: 50

4. Missouri
   - Rank: 4
   - Score: 47
Teledentistry

Definition

The means for a patient to receive services when the patient is in one physical location and the dentist or other oral health or general health care practitioner overseeing the delivery of those services is in another location.

ADA Guide to Understanding and Documenting Teledentistry Events, July 2017
The same standard of care applies whether in-person or using telehealth.
Missouri Telehealth

Not a new procedure, a new way to accomplish the same results

The delivery of health care services by means of information and communication technologies which facilitate the assessment, diagnosis, consultation, treatment, education, care management, and self-management of a patient’s health care while such patient is at the originating site and the health care provider is at the distant site. Also includes asynchronous store-and-forward technology. -Definition from the State of Missouri – SB 579
General Supervision

MO DENTAL PRACTICE ACT - JAN. 1, 2018

• “Patient of record” – One for whom the dentist has obtained a relevant history, performed an examination and evaluated the condition to be treated.

• A supervising dentist may delegate to a licensed dental hygienist the collection of information and measurements necessary for the dentist to perform an examination prior to the dentist performing the examination and evaluation and does not need to be physically present when the information and measurements are collected.
Important Terms

Legal Definitions - may vary by state

• **Originating site** (location of patient) - The physical location of the patient. This is where diagnostic data is collected in order to communicate to the dentist for diagnosis.
• **Distant site** (location of dentist) – The physical location of the dentist or authorized dental provider providing the dental service to an eligible Medicaid client through teledentistry.
• **Patient Presenter** – Patient, RDH, MD, Other
• **Provider** – Dentist or Specialist
Teledentistry Methodology

Synchronous

• Live and simultaneous
• Uses video conferencing
• ADA CDT: Adjunctive D9995

Asynchronous

• Store and Forward
• Completed at a separate place or time.
• ADA CDT: Adjunctive D9996
Teledentistry Methodology

Direct to Patient
- Limited exams and consultations through a computer or mobile device
- Quality of services can vary greatly.
- This form is changing quickly
- Coding Depends on Technology Used
  - D9995 or D9996
- A new code would be helpful in the future

Live Patient Monitoring
- Management of Chronic Disease
- Wellness Plans
- Smart Toothbrushes
- Tooth Brushing Apps
- No ADA CDT Code
- A new code would be helpful in the future
HIPAA Compliance

Make sure your vendor is compliant

- In office system
- Cloud based EDR
- Video Conferencing
- Instant Messaging
- Encrypted email
- Cloud storage systems
- VPN remote login
IPAA Compliance

Temporary ease in enforcement!

Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency

We are empowering medical providers to serve patients wherever they are during this national public health emergency. We are especially concerned about reaching those most at risk, including older persons and persons with disabilities. — Roger Severino, OCR Director.

FQHC Change in Scope

Contact the Primary Care Association

It is in PAL 2020-01 page 2 paragraph 2 under III. Background

Within the context of the Health Center Program scope of project, “telehealth” is not a service2 or a service delivery method3 requiring specific HRSA approval; rather, telehealth is a mechanism or means for delivering a health service(s) to health center patients using telecommunications technology or equipment.4 As such, health centers are not required to seek prior approval from HRSA for a change in scope to use telehealth, nor separately record the use of telehealth as the means, to deliver a service that is already in scope on Form 5A: Services Provided or to explicitly indicate the use of telehealth on Form 5A.
Informed Consent

Informed Consent is required in Missouri

- Written or documented in note
  - The regulations do not specify
- A written consent signed by the patient is recommended.
- The consent should indicate
  - That the patient is receiving care through teledentistry
  - An exam will not be rendered until the data is reviewed by a dentist
- Dentist will review the data through store-and-forward or a real-time connection
Informed Consent

Due to Covid-19 my consent has changed

By checking the checkbox below I am acknowledging that I wish to receive a teledentistry exam with my doctor. In the absence of radiographs (x-rays) I will send photographs as requested by the dentist. I understand that the doctor is limited to what they are able to diagnose and that I will provide as much detailed information to the doctor in this form to aid in my care. I also understand that if I am experiencing pain or swelling that is life threatening, I will call 911 or go to the emergency room. I am also responsible for any payment resulting from this exam that is not covered by a dental insurance plan. In addition this consultation may be recorded for clinical documentation and accuracy.
Teledentistry Notes

Telehealth/Teledentistry requires some specifics

Originating Site: Where the patient is located (you can indicate that “Patient Home Address”)
  • In traditional teledentistry this is the office, a school, nursing home, etc.
  • Patient Presenter: Patient (Traditional teledentistry this is usually a hygienist or EFDA)

Distant Site: Where the provider is located
  • “Provider’s Home” if working from home so your home address is not listed in the patient’s chart.
  • List office address if working from the office
  • Provider: Your note signature should suffice for this
Teledentistry Notes

**Telehealth/Teledentistry requires some specifics**

Methodology: This describes for the record the way you are communicating with the patient.

- Synchronous (Live Interactive) if using a video conferencing system
- Asynchronous (Store and Forward) if using a messaging system
- Describe the technology that was used
  - Zoom, Google Hangout, FaceTime, Teledent, etc
  - Google Voice, Facebook Messenger, Teledent, etc
- Covid-19 Screening questions should be also incorporated into the note
- Chief Complaint, Signs, Symptoms, and plan as usual
- Care Coordination – Be sure to detail what the next steps are for the patient.
  - Immediate in-office urgent care
  - Referrals to specialist
  - Pharmacy
  - Wait list
Data Capture
Traditional Teledentistry

- Extra-Oral Camera: Dine Digital
- Intra-Oral Camera: Mouth Watch
- Cheek Retractors: Generic
- Intra-Oral Mirrors: Generic
Data Collection: Radiographs
Data Collection: Extra-Oral Photographs
Diagnose: Photographs (Intraoral)
Diagnose: Quadrant Videos
Data Collection: Digital Scans
Data Collection: Digital Scans
Charting: Periodontal Chart
Charting: Tooth Chart
Covid-19 Teledentistry
Direct to Patient

This form is evolving before our eyes

- No health care provider to present the patient
- Originating site is where the patient is
- The patient submits their own symptoms and in some cases, images
- Many applications are in development to reach consumers directly
  - Mobile Apps where the patient interacts directly with the dentist
  - Kiosks at places like hospitals and retail stores
  - “Store fronts” where diagnostic data is taken and transmitted by staff but the data collector is not a licensed health care provider
  - Some insurances have this for a benefit in your medical plans
Direct to Patient

Google Voice

1:51 PM

can get a plan for Monday.

Wed 11:29 PM

One tooth is split in half. The one was also damaged like 25%. 2 teeth damaged.

(314) 630-4198 • Sat 4:02 AM

I see that broken one. Is there another one in that area that is broken? Or is it somewhere else?

Sat 9:02 AM

It broke one in half. The one

Facebook Messenger

1:51 PM

this is a noticeable difference. I'm not basing it from the top teeth either with the bondings

Ok that helps. Is it more on some teeth versus others?

I notice it on all of the bottom teeth. It's hard for me to tell on the canines, but they don't look like they're lifting much at all. After I finish my coffee I'll try and take a picture lol.

10:35 AM

These are terrifying.. I apologize in advance lol

It's really hard to take a picture of your own teeth
Low Cost – Low Tech

Google Voice is Cheap and Easy

App Store

Google Voice
Smarter voice calling
Google LLC

Screenhots

- Easily check calls, messages and voicemail
- Take control of your call with one tap
- Stay on top of your messages
- Save time with transcribed voicemail
Teledentistry Workflow
Low Cost – Low Tech

This workflow can be implemented quickly.

This solution took me a three days to set up and costs about $75/month in addition to my normal Dentrix fees.
Online Teledentistry Available

We offer online dental visits to help assess your dental emergencies during the coronavirus outbreak. People are urged to stay at home in order to not spread the disease. If you have a dental emergency it is advised that you remain at home until a dentist can assess if treatment needed now or if it can wait. We can provide triage for any person regardless of your location. Our staff will assist in referring you to the nearest dental office if you do need to be seen during quarantine restrictions.
Teledentistry Office Workflow Consideration

This workflow has evolved quickly. This illustrates my temporary practice workflow.

This solution took me a three days to set up and costs about $75/month in addition to my normal Dentrix fees.
Informed Consent

If you don’t have online scheduling you need one.
Consider an electronic form system to screen patients and gain updated information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last name</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>Teledentistry Consultation</td>
<td></td>
</tr>
<tr>
<td>Health History and Patient</td>
<td></td>
</tr>
<tr>
<td>Information</td>
<td></td>
</tr>
<tr>
<td>Have you recently traveled</td>
<td>in any of the following countries? China, Iran, Italy, Japan, South Korea,</td>
</tr>
<tr>
<td></td>
<td>select your answer</td>
</tr>
<tr>
<td>Have you been in contact</td>
<td>with someone who has traveled to these countries and is now sick? China,</td>
</tr>
<tr>
<td></td>
<td>Iran, Italy, Japan, South Korea, select your answer</td>
</tr>
<tr>
<td>Have you been in contact</td>
<td>with someone known to have coronavirus (COVID-19)? select your answer</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you experiencing any</td>
<td>of the following symptoms? A fever, cough, runny nose, or sore throat</td>
</tr>
<tr>
<td></td>
<td>select your answer</td>
</tr>
<tr>
<td>Dental insurance information</td>
<td></td>
</tr>
<tr>
<td>Other information you would</td>
<td>like to know</td>
</tr>
</tbody>
</table>

By checking the checkbox below I am acknowledging that I wish to receive a teledentistry exam with my doctor. In the absence of radiographs (x-rays) I will provide as much detailed information to the doctor in this form to aid in my care. I also understand that if I am experiencing pain or swelling that is life-threatening, I will call 911 or go to the emergency room. I am also responsible for any payment resulting from this exam that is not covered by a dental insurance plan. In addition, this consultation may be recorded for clinical documentation and accuracy.
Alternate Workflow Considerations

Some systems can consolidate things.

This solution still requires some work to get patients enrolled in the patient portal. Currently there is a 30 day free trial.
Alternate Workflow Considerations

Some systems can consolidate even more.

This solution still requires some work but it incorporates more of the workflows. It is quite expensive starting at $150/mo and $300/mo for more features.
I do have some availability but each day there seems to be more people seeking information on teledentistry.
Teledentistry in Missouri During the COVID-19 Pandemic

Thank you!