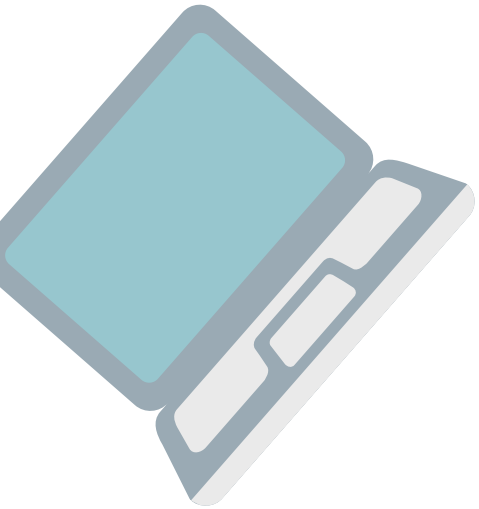
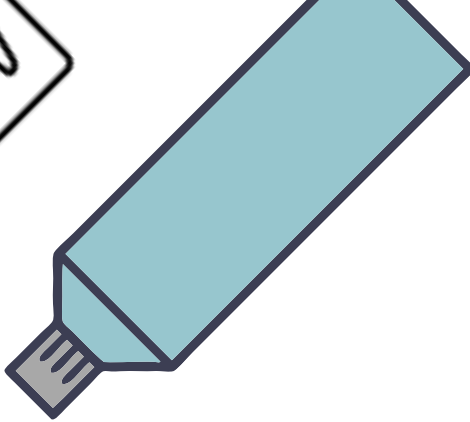




TELEDENTISTRY: INCREASED ACCESS IN MISSOURI

Presented by Nathan Suter, DDS

Telehealth

Not a new procedure, a new way to do the same thing

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**

Teledentistry

Defenition

Teledentistry provides 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. This mode of patient care makes use of telecommunication technologies to convey health information and facilitate the delivery of dental services without the physical constraints of a brick and mortar dental office - **ADA Guide to Understanding and Documenting Teledentistry Events , July 2017**



**The same standard of
care applies whether
in-person or using
telehealth.**



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.



Teledentistry Coverage

MEDICAID COVERAGE IN MO SB 579

- Medicaid will reimburse for exams, x-rays, and cleanings while utilizing teledentistry
- Children, Pregnant Women, and Skilled Nursing
- Also will reimburse for new teledentistry codes
- Two codes - D9995 and D9996
- **Missouri Health Insurance Mandate**
- Private insurers must accept telehealth service
- Private insurers were not mandated to cover any new codes



Important Terms

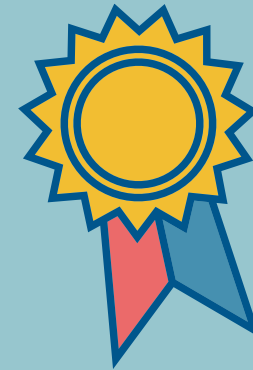
Legal Definitions - may vary by state

- Originating Site
- Distant Site
- Patient Presenter
- Provider
- Synchronous Teledentistry
- Asynchronous Teledentistry
- Direct-to-Consumer
- Patient Monitoring



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

Direct to Consumer

- Consultations through a computer or mobile device
- Quality of services can vary greatly.
- This form is changing quickly
- No ADA CDT Code

Live Patient Monitoring

- Management of Chronic Disease
- Wellness Plans
- Smart Toothbrushes
- Tooth Brushing Apps
- No ADA CDT Code



Why Teledentistry?

Your need may vary

- Temporary Provider Shortages
- Geographic Shortage Areas
- Increasing Access by location or hours
- Increase services for outreach programs
- Decreasing travel time for patients
- Early intervention for prevention and diagnosis
- Economic development of rural areas
- Lower cost with higher reimbursement

“

Words of Wisdom

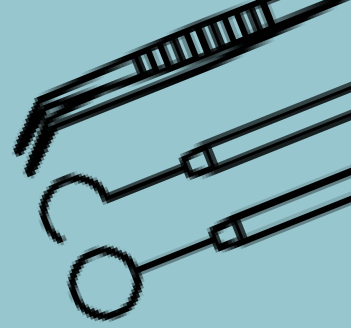
**All we have to decide is
what to do with the
time that is given us.**

Gandalf - Lord of the Rings - JRR Tolkien

”



FOUR PHASES OF TELEDENTISTRY



**1: Care
Coordination**



**2: Data
Collection**

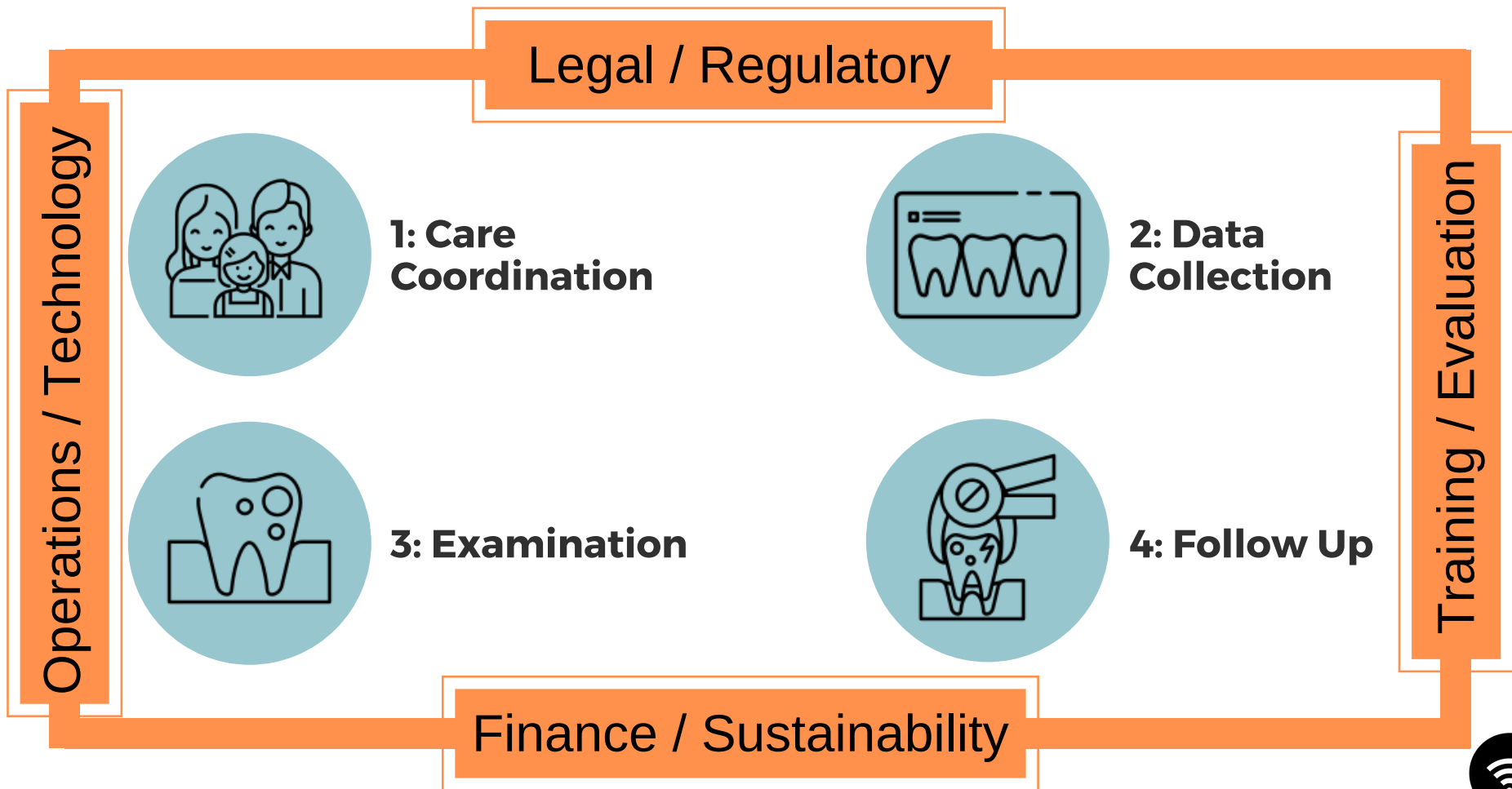
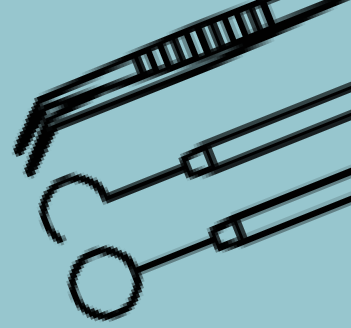


3: Examination

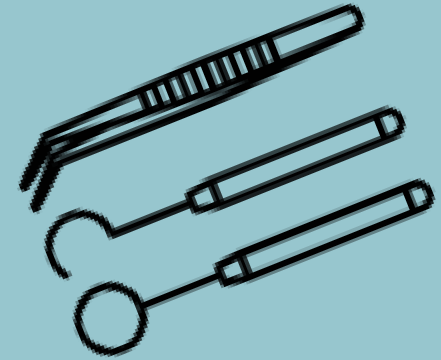


4: Follow Up

FRAMEWORK FOR SUCCESS



CARE COORDINATION



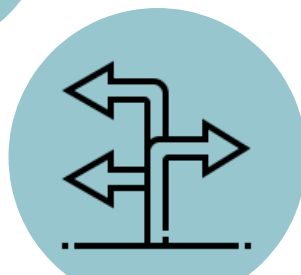
1: Social Determinants



2: Patient Expectations



3: Navigation



4: Referral



Social Determinants

There's a strong correlation between socioeconomic factors and health outcomes. Awareness will help improve outcomes for patient and providers.



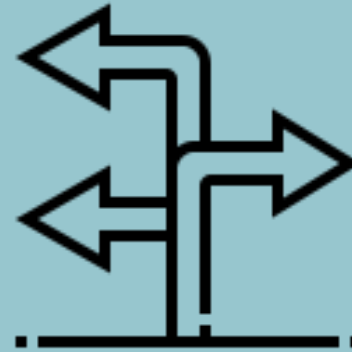
Patient Expectations

-



Navigation

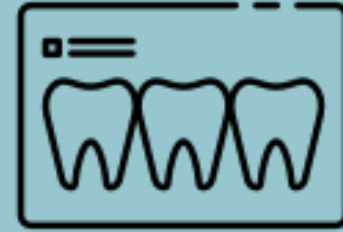
The healthcare system can be....disjointed. Coordination helps patients navigate the health care system, link at-risk patients to dentists; and address barriers to care.



Referral

Help close gaps in points of transition of care interrelated to medical, social, developmental, behavioral, educational, and financial needs. In turn, the team ensures that patients' needs and preferences are met.

DATA COLLECTION



1: Radiographs



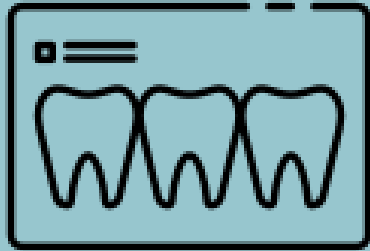
2: Photographs



3: Charting

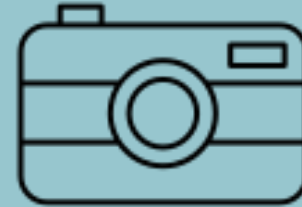


4: Documentation



Radiographs

An FMX gives the most comprehensive view of the mouth. Its important classify findings on the dental radiographs by radiolucent, radiopaque or mixed density. Radiolucent findings must be visually assessed and documented.



Photographs

The dentist must be able to physically view the patient dental condition and occlusal relationships to make a definitive diagnosis and treatment plan. Intraoral and extra oral photos help provide this much needed perspective.

Data Collection Technology

Every program will need to evaluate its needs, capability, and funding

- Tooth Charting in Electronic Records
- Thorough Clinical Notes
- Direct Digital Radiology
- Handheld Radiology
- Intra-oral photos
- Extra-oral photos
- Cone Beam CT
- Panoramic Radiographs
- Digital Impression Scanners
- Digital Diagnostic Instruments
- Electric Pulp Testing
- Oral Cancer Screening Devices





Data Collection Photographs (Extraoral)





Charting

Dental charting is a process of describing the health of your teeth and gums. You present a visual representation of the mouth with descriptive notes of suspicious areas and abnormalities.



Documentation

Document the method for obtaining data, specifics of the appointment to include, pain assessment, patient expectations, contraindications in medical history. Identify and document behaviors that may risk success of compliance or treatment outcomes.

Charting Periodontal Chart

File View Setup Help

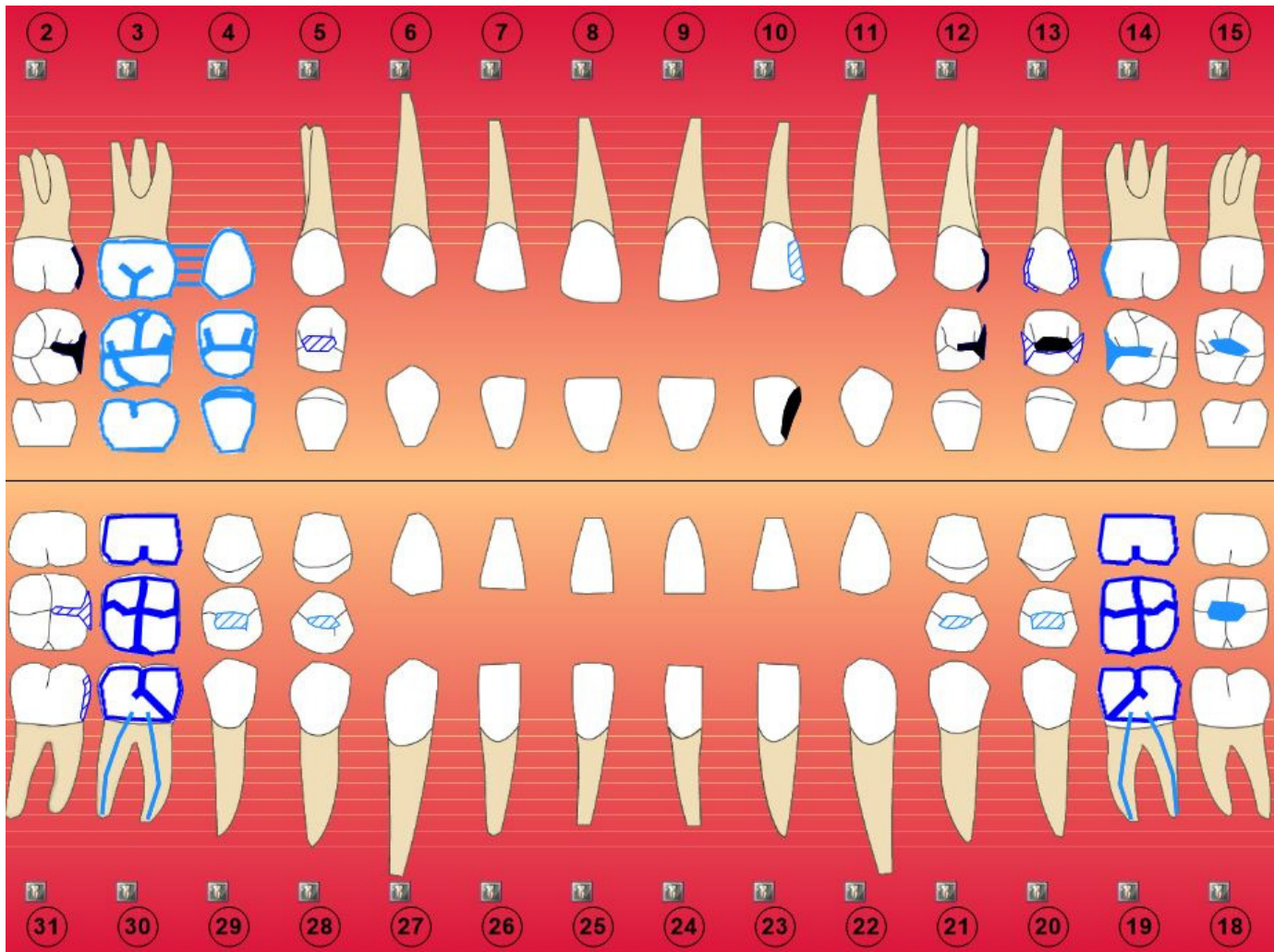
Script: Dentrix Default Script

Brown, Maureen

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
F																
PD		3 2 3	3 2 2	3 2 2	2 2 2	2 2 1	2 2 1	1 2 1	1 2 1	1 2 1	1 1 3	3 2 3	3 2 3	3 2 3	3 2 2	
GM			2 2 2													
CAL		3 2 3	5 4 4	3 2 2	2 2 2	2 2 1	2 2 1	1 2 1	1 2 1	1 2 1	1 1 3	3 2 3	3 2 3	3 2 3	3 2 2	
MGJ																
FG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bld																
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MGJ																
CAL		3 2 3	3 2 3		2 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 2 2	2 2 2	2 2 2	2 2 2	
GM																
PD		3 2 3	3 2 3		2 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 2 2	2 2 2	2 2 2	2 2 2	
L	M															
PMB																
PMB																
L	M															M
PD		3 2 3	3 2 3	3 2 2	2 2 2	2 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	2 2 2	2 2 2	2 2 3	3 2 3	
GM			2 2 2													
CAL		3 2 3	5 4 5	3 2 2	2 2 2	2 1 1	1 1 1	1 1 1	1 1 1	1 1 1	1 1 1	2 2 2	2 2 2	2 2 3	3 2 3	
MGJ																
FG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bld																
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FG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MGJ																
CAL		1 2 1	1 2 1	1 1 1	1 1 1	2 2 2	2 2 1	1 1 1	1 1 1	1 1 1	1 1 2	3 2 3	3 2 3	3 2 3	3 2 2	
GM																
PD		1 2 1	1 2 1	1 1 1	1 1 1	2 2 2	2 2 1	1 1 1	1 1 1	1 1 1	1 1 2	3 2 3	3 2 3	3 2 3	3 2 2	
F																

32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17

Charting Tooth Chart



EXAMINATION



1: Review



2: Diagnosis



3: Treatment Plan



4: Communicate

WHAT DOES IT LOOK LIKE?





Review

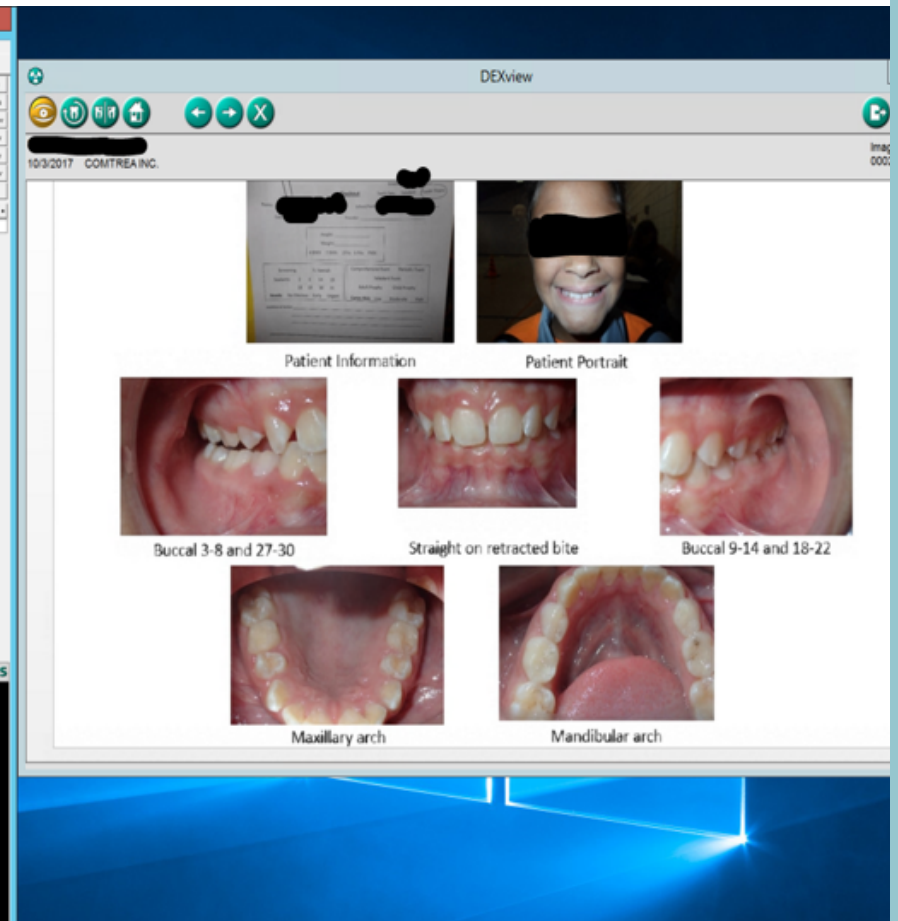
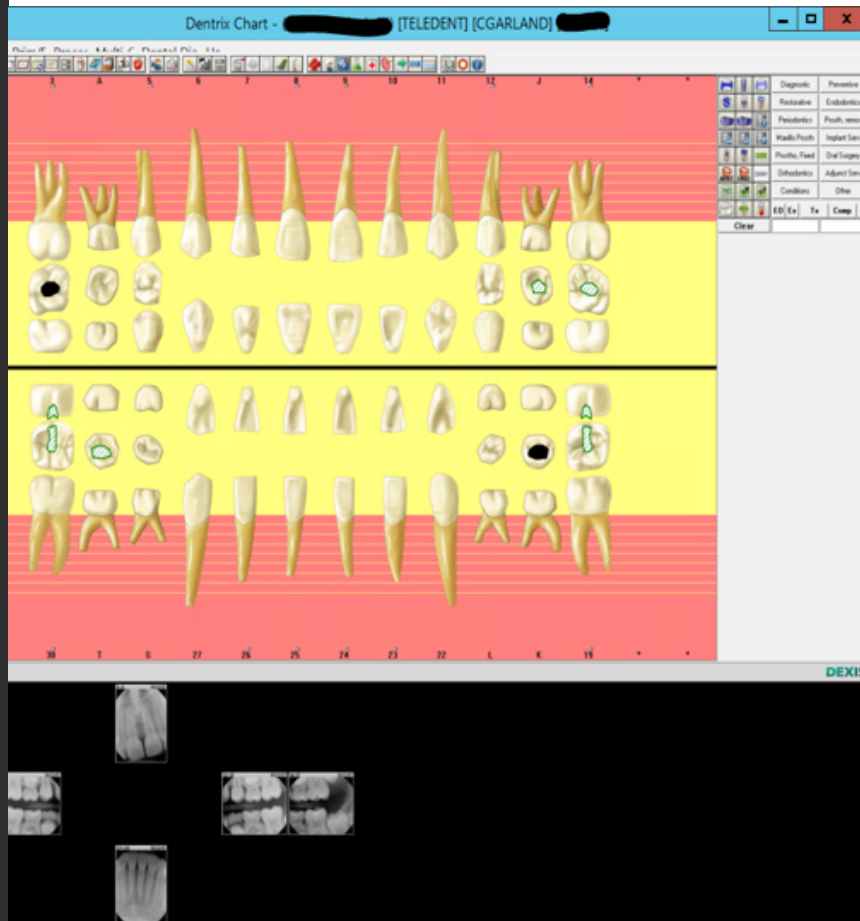
It's the process of analysis on provided data in order to complete a health focused opinion on the patient's case. Those can be things like medical history, assessment notes, chief complaint, and patient demographics



Diagnosis

The process of evaluating all photographs, radiographs, periodontal charting, and assessments notes in order to diagnose all conditions.
Photographs

Review and Diagnosis



ACCESS



Treatment Plan

A detailed plan tailored to the individual patient and is a powerful tool for engaging the patient in their treatment.



Communicate

Communication allows you to efficiently relay intended outcomes to team members in order to improve successful outcomes.

Treatment Plan & Communicate

Software interface for dental treatment planning and communication.

Treatment Plan Case Setup

Created: 10/6/2017

- 1 D1351: Sealant-per tooth [#3]
- 1 D1351: Sealant-per tooth [#14]
- 1 D1351: Sealant-per tooth [#19]
- 1 D1351: Sealant-per tooth [#30]
- 1 D2392: Resin composite-2s, posterior [#A MO.]
- 1 D9992: Care Coordination - Tooth Titan [#A]
- 2 D2331: Resin-two surfaces, anterior [#H DL.]
- 2 D7140: Extract,erupted th/exposed rt [#J]
- 2 D9992: Care Coordination - Tooth Titan [#J]
- 3 PHASE1: PHASE 1 TP COMPLETE
- 3 D2331: Resin-two surfaces, anterior [#C DL.]
- 3 D9992: Care Coordination - Tooth Titan [#C]

Case Status: Created: 10/6/2017 **Case Severity:** Eventual

Visit 1

Code	Th	Surf	Provider	Description	Fee	Pre-Est	Pat. Portion
D1351	3		CGARLAND	Sealant-per tooth	56.00		0.00
D1351	14		CGARLAND	Sealant-per tooth	56.00		0.00
D1351	19		CGARLAND	Sealant-per tooth	56.00		0.00
D1351	30		CGARLAND	Sealant-per tooth	56.00		0.00
D2392	A	MO,	CGARLAND	Resin composite-2s, posterior	203.00		21.85
D9992	A		CGARLAND	Care Coordination - Tooth Titan	0.00	N1	0.00
					\$427.00		\$21.85

Visit 2

Code	Th	Surf	Provider	Description	Fee	Pre-Est	Pat. Portion
D2331	H	DL,	CGARLAND	Resin-two surfaces, anterior	175.00		0.00
D7140	J		CGARLAND	Extract,erupted th/exposed rt	159.00		24.00

Treatment Plan Case Setup

Created: 10/6/2017

- 1 D1351: Sealant-per tooth [#3]
- 1 D1351: Sealant-per tooth [#14]
- 1 D1351: Sealant-per tooth [#19]
- 1 D1351: Sealant-per tooth [#30]
- 1 D2392: Resin composite-2s, posterior [#A MO.]
- 1 D9992: Care Coordination - Tooth Titan [#A]
- 2 D2331: Resin-two surfaces, anterior [#H DL.]
- 2 D7140: Extract,erupted th/exposed rt [#J]
- 2 D9992: Care Coordination - Tooth Titan [#J]
- 3 PHASE1: PHASE 1 TP COMPLETE
- 3 D2331: Resin-two surfaces, anterior [#C DL.]
- 3 D9992: Care Coordination - Tooth Titan [#C]

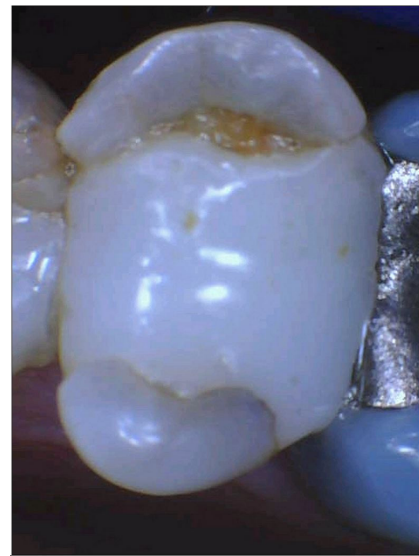
Visual Representation:

Diagram showing dental arches (upper and lower) with teeth numbered 1 through 14. Teeth 1, 14, 19, and 30 are marked with red 'S' (Sealant). Teeth 3, 14, 19, and 30 are marked with red 'A' (Anterior). Teeth 1, 14, 19, and 30 are marked with red 'J' (Jaw). Teeth 1, 14, 19, and 30 are marked with red 'C' (Composite). Teeth 1, 14, 19, and 30 are marked with red 'H' (Hard). Teeth 1, 14, 19, and 30 are marked with red 'D' (Dental). Teeth 1, 14, 19, and 30 are marked with red 'L' (Laser). Teeth 1, 14, 19, and 30 are marked with red 'M' (Metal). Teeth 1, 14, 19, and 30 are marked with red 'N' (Nickel). Teeth 1, 14, 19, and 30 are marked with red 'O' (Other). Teeth 1, 14, 19, and 30 are marked with red 'P' (Plastic). Teeth 1, 14, 19, and 30 are marked with red 'Q' (Quartz). Teeth 1, 14, 19, and 30 are marked with red 'R' (Resin). Teeth 1, 14, 19, and 30 are marked with red 'S' (Sealant). Teeth 1, 14, 19, and 30 are marked with red 'T' (Titanium). Teeth 1, 14, 19, and 30 are marked with red 'U' (Urethane). Teeth 1, 14, 19, and 30 are marked with red 'V' (Veneer). Teeth 1, 14, 19, and 30 are marked with red 'W' (Wax). Teeth 1, 14, 19, and 30 are marked with red 'X' (X-ray). Teeth 1, 14, 19, and 30 are marked with red 'Y' (Yield). Teeth 1, 14, 19, and 30 are marked with red 'Z' (Zirconia).



ACCESS

Diagnose: Photographs (Intraoral)



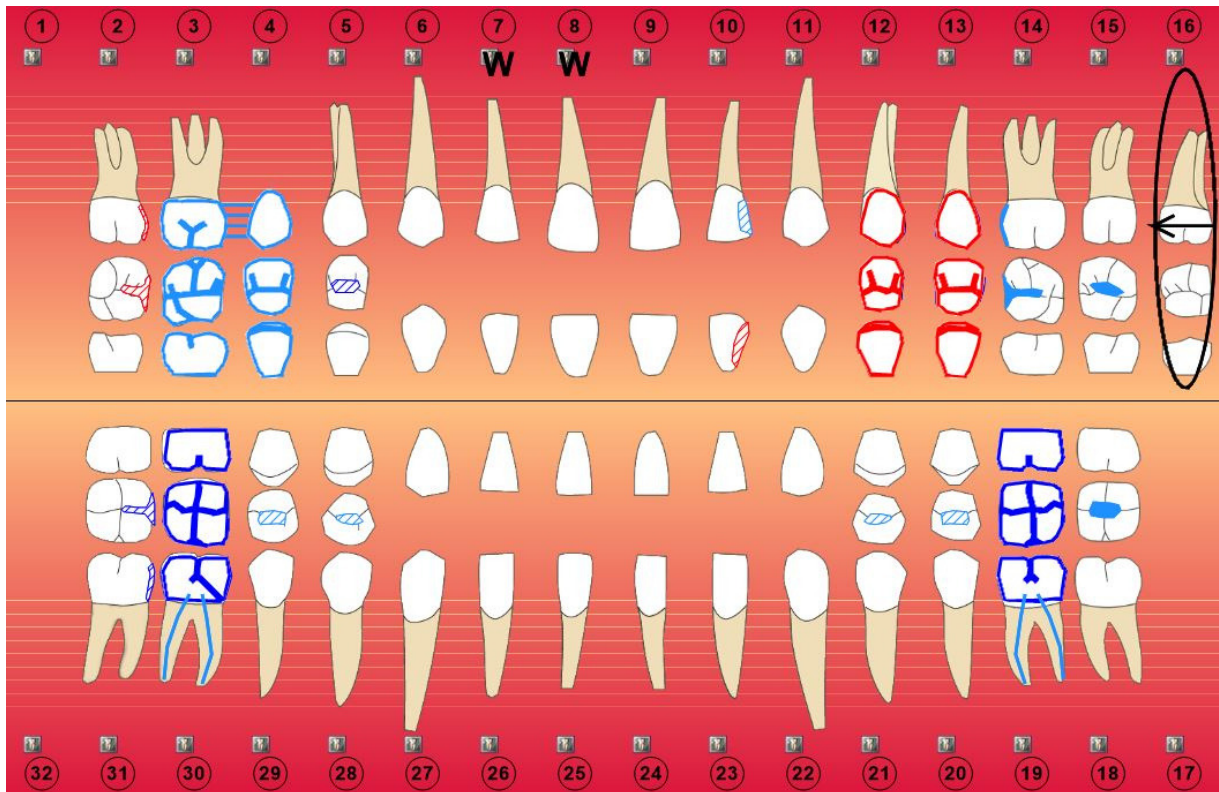
Diagnose: Radiographs



Diagnose:

Diagnose Conditions

- Update chart
- Diagnose conditions
- add any watches



Treatment Plan

Steps of Treatment Planning

- Prophylaxis/ Perio Treatment / Recall
- Phase 1 Disease Control
- Fillings, Extractions, Root Canals
- Phase 2 Restorative
- Crowns, Bridges, Partials, Dentures, etc.
- Care Coordination Codes
- Sequence Treatment Plan

FOLLOW UP



1: Urgency



2: Recall



3: Treatment

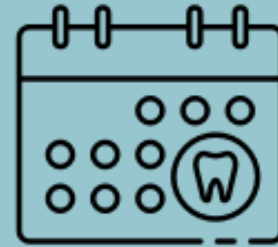


4: Care Setting



Urgency

Needs are numerous. Some patients need prioritized for follow up care. It is important to decide which needs to be addressed first



Recall

Recall is important to establishing a dental home. This is the key to establishing consistent, comprehensive care.



Treatment

If possible suggest various treatments to restore damaged teeth. Options are important to informed consent and patient engagement.



Care Setting

Based on follow-up needs the care setting may vary. It's important to weigh the advantages and disadvantages of follow-up in a treatment setting.

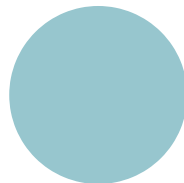


COMTREA Health Center

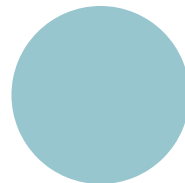
Initial Teledentistry Pilot Demonstration

- Started in October 2017
- Missouri Foundation for Health Grant
- Utilizing Portable Equipment

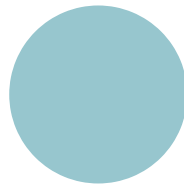
Four Outreach Settings



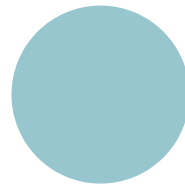
1: Schools



2: Nursing Home



**3: Primary
Care Office**



**4: Detention
Center**

Program Details

Initial Teledentistry Pilot Demonstration



10 dentists trained



6 hygienists trained



33 Schools



COMTREA Program



COMTREA Outcomes

Proc Date

10/1/2017

2/20/2019



Clinic

Multiple selections



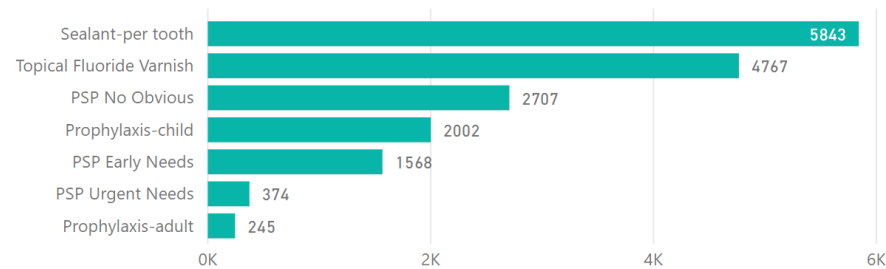
Total Teledentistry Exams

1141

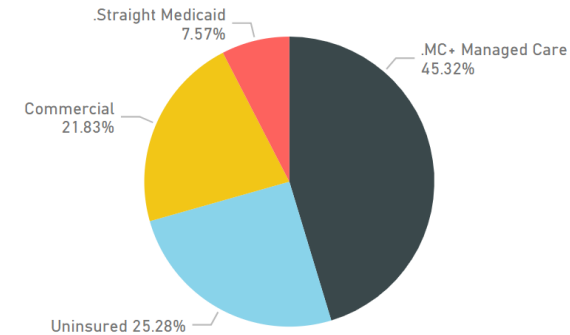
Store and Forward Collections

\$7,125.00

Count of Outreach Preventive Procedures

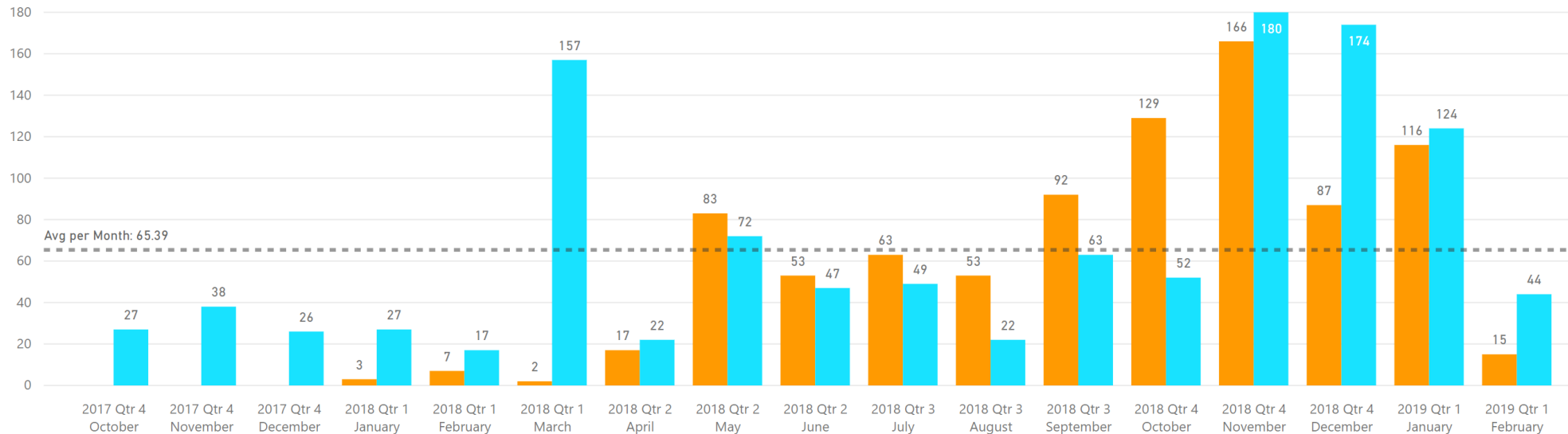


Charges by Billing Type



Count of ADA Code by Month

DESCRIPTION ● Hygiene Assessment of Patient ● Store and Forward - Teledentistry



Green Leaf Dental Care

Private Practice Using Teledentistry

- Started in December 2018
- Increasing Hours of Operation
- Increase Hygiene Availability

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



Missouri Programs

Missouri Medicaid Claims since January 2018



5 providers



454 claims.

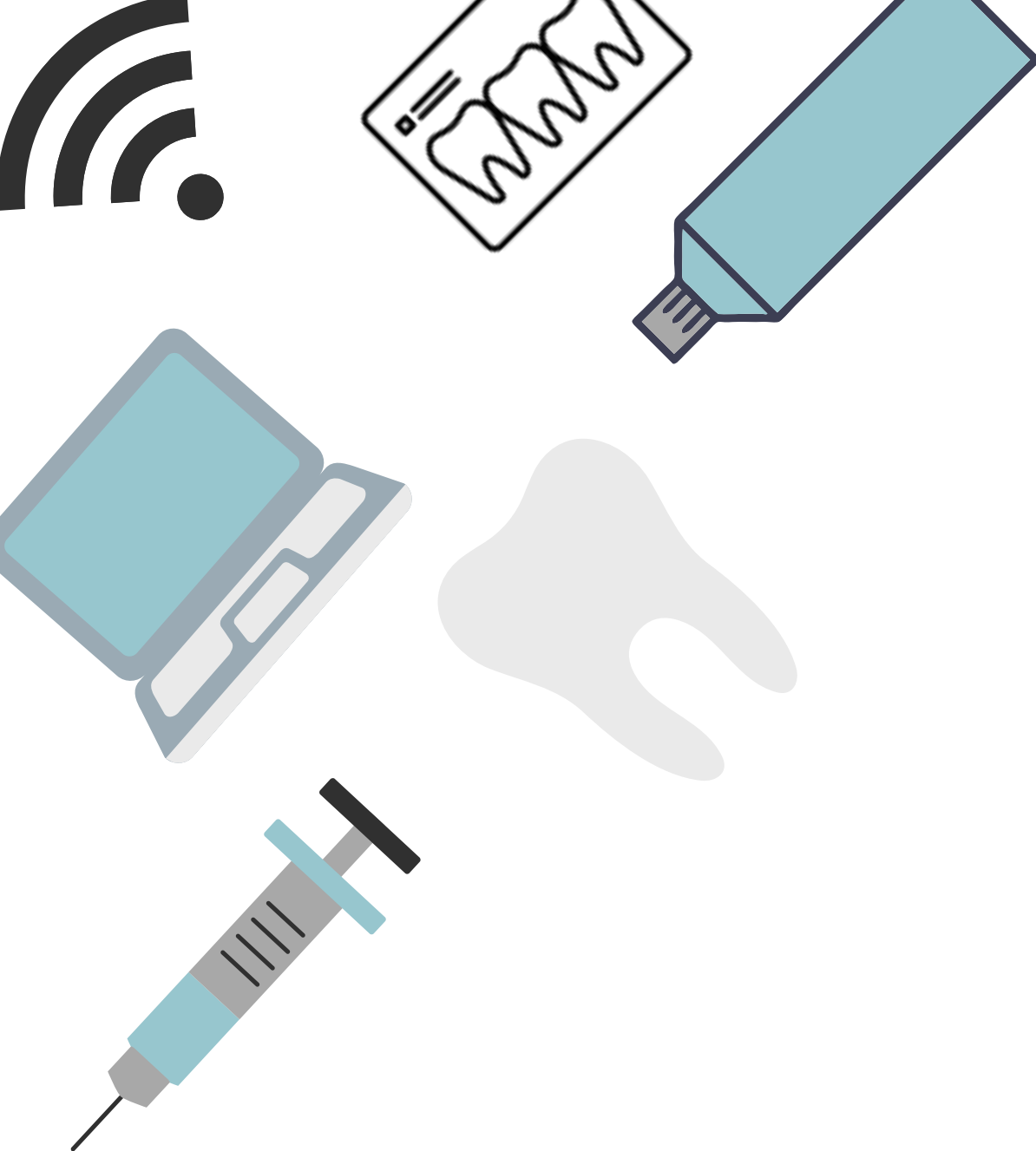
- \$6,654.80 Reimbursed



5 Organizations

- We Care Mobile Dental LLC
- Comtrea
- Lincoln Co. Health Dept.
- Preferred Family Healthcare
- Access Dental & Dentures LLC





ACCESS
TELEDENT

Reach Out to Us

Mailing address

7214 Executive Parkway
House Springs, MO 63051

Email address

nsuter@accessteledent.com

Phone number

(314) 594 - 7170