

Teledentistry guidance

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Thank you for your continued participation with the Anthem dental network.

Many dental providers already use teledentistry for different types of dental care, including routine preventive services, assessing restorative care like fillings and crowns, and it is especially effective for emergency care and consultations.

Does Anthem honor dental care through teledentistry?

- Teledentistry, including online and mobile phone-enabled care, is eligible for coverage.
- Mobile options such as employer-sponsored near-site and onsite visits are also eligible.
- For coverage to apply, services must be covered under the members' dental plan. Members should call the number on the back of their ID card for assistance or access [Anthem.com](https://www.anthem.com) and select **Contact Us**.

Teledentistry claims should include the appropriate procedure codes (for example, D0140, D0170, etc.), along with the teledentistry codes (for example, D9995 or D9996). The claim can also include the place of service code (02 — Telehealth — the location where health services and health related services are provided or received through telecommunication technology) in block 38 (Place of Treatment) of the claim form.

With the use of teledentistry procedure codes, block 56 of the claim form should include **the provider's practice location**. The guidance in the ADA's *D9995 and D9996 – ADA Guide to Understanding and Documenting Teledentistry Events* now makes this clear in the updated direction under question 31 on page 9 as follows:

- 56. Address, City, State, Zip Code: **For teledentistry encounters the treatment location is the dentist's practice location, not the patient's location.** Must be a street address, not a Post Office Box.

For more guidance, you can review the [ADA policy on teledentistry](#).

Thank you for your valued network participation. Please contact Dental Network Services at **866-947-9398** with questions between 7 a.m. to 5 p.m. CT, Monday through Friday.

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