

# DHW Dental

## ► Non-Face-to-Face Dentistry: MSI Update

As a result of the current COVID-19 pandemic, and the Public Health Order closure of dental offices, select non-face-to-face services are **temporarily insured within current DHW dental programs**. This is effective retroactively to March 23, 2020, through to June 30, 2020, as dental offices begin to reopen.

### Non-face-to-face Dentistry Guidelines

The non-face-to-face assessment is intended to take the place of an in-office visit in triaging an eligible resident's immediate dental oral health care need and to determine appropriate next steps. The assessment must be initiated by the patient, parent or guardian. The non-face-to-face assessment requires two-way synchronous communication between the patient and Dentist on a clinical level and may be provided via telephone or PHIA (*Personal Health Information Act*) compliant web-based video platform (e.g. ZoomHealth). The insured temporary non-face-to-face assessment code to use is either 01204 Specific Exam or 01205 Emergency Exam consistent with the individual DHW program regulations. Claims can be submitted OLTP through your dental software, or real time on ProviderConnect® under the Claim submission tab.

### Billing Guidelines

- The non-face-to-face encounter must include a discussion of the immediate dental problem and a treatment management decision.
- The non-face-to-face encounter must be patient initiated
- The non-face-to-face encounter cannot be claimed when the outcome is to see the patient at the next available opportunity
- Non-face-to-face encounter must occur in a PHIA compliant manner (e.g. not via unsecured video platforms such as FaceTime or Skype).
- DHW is payer of last resort. Where resident has other coverage, all claims must be submitted to residents' private insurance first, even if that same service is billed using a different fee code.
- Insured non-face-to-face services are payable up to the regulated DHW tariff and balance billing above tariff for any eligible DHW benefit is not allowed.
- Dentist must be licenced and currently physically located in Nova Scotia at the time of the non-face-to-face encounter.

Non-face-to-face dentistry assessments are uninsured when the purpose of the communication is:

- To arrange a face-to-face appointment without clinical consultation
- For administrative tasks
- To notify the patient of an appointment

### Documentation Requirements

All Standards of Practice and Professional Obligations apply to dental care provided via non-face-to-face means. Assessment notes, diagnoses and management treatment plans must be maintained as supporting documentation and made available to GSC upon request. Eligibility is determined by the treating dentist according to the coverage guidelines and is subject to post-payment audit. Failure to comply with any of these conditions will result in a reduction of payment or non-payment.

## ► **ZoomHealth Licenses available**

At this time, DHW is making licenses for the PHIA compliant Zoom Healthcare available free of charge, for one year, for dentists. To obtain an license please go to: <http://www.cdha.nshealth.ca/telehealth-zoom/zoom-healthcare>

Following a description and technical requirements, towards the bottom, there's a link **For NON-NSHA/IWK** users, you will need to complete this [Zoom for Healthcare Request Form](#).

From that same initial link, there is also an Orientation package and other Training resources available.

## ► **Claims Submission Reminder**

Claims and/or resubmitted claims received beyond six (6) months from date of service shall not be payable unless GSC is of the opinion the delay is justified. Claims received after fifteen (15) months of the date of service are not considered for payment under any circumstance.

## ► **Cleft Palate/Craniofacial Program (CPCP)**

Treatment Plan Agreements (CPCP)

Cleft Palate Program Treatment Plan Agreements (TPA) for orthodontics must be completed in full when submitting to GSC. We require all information listed on the form, such as the patient information, the provider information, the dental treatment plan details with procedure codes, supporting information, Cleft Palate team recommendations and the program chair signature.

Claims submitted in regards to the TPA approval must be an accurate reflection of the TPA agreement. Any services submitted with a different procedure code than the code preapproved on the TPA will be denied. This information was communicated originally in the bulletin posted October 2019.

Please see page 78 of the DHW Dentist's guide for the current TPA application document.

**DHW Dentists Guide:**

Visit [www.novascotia.ca/dhw/children-dental](http://www.novascotia.ca/dhw/children-dental) for links to DHW's latest Dentists Guide

**Questions?**

For any clarifications, please call customer service at Nova Scotia's dedicated line:

**1-833-739-4035 (8:30 AM – 4:30 PM)**