



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

MEMORANDUM

TO: WV Medicaid Providers

FROM: Cynthia Beane, MSW, LCSW
Commissioner

DATE: April 1, 2020

SUBJECT: Teledentistry

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is allowing teledentistry to determine whether a member needs to come into the office for treatment. This will include the use of live video conferencing or telephonic service in the member's home. The intent is not to provide "well-checks" in lieu of regularly scheduled maintenance visits but is to determine if a member is experiencing an emergency requiring immediate treatment.

Independent Dental offices and FQHC/RHC dental offices, please use only code D9995 and place of service 02 on the standard ADA form, box 38.

The reimbursement for D9995 will be \$38.50 for **all** providers listed above. This is the same as a face-to-face limited evaluation. BMS will continue to monitor the situation and work closely with our state and federal partners gathering further information and directives.

This is expected to continue through the federal declaration or until further notification is provided.