March 31, 2020

Blue Cross offers reimbursement to dental providers for teledentistry services.

As you know, the American Dental Association has recommended closing dental offices except for essential and emergency care due to Governor Whitmer’s Stay Home, Stay Safe order. Blue Cross will offer reimbursement to dental providers for teledentistry services on a limited basis during this time. This benefit only applies to members with current dental coverage.

For teledentistry reimbursement:

- Use code D0140 as you normally would for a problem-focused exam.
- Chart your clinical notes if you can remotely access your dental software. If not, write notes and transfer them into each patient’s chart when back in your dental office. Upload any videos or photos as soon as you can.
- Submit your claims through your normal means (portal, clearinghouses, mail).
- If you are unable to submit the claims remotely, file your claims at your earliest convenience when back in your dental office.

We appreciate your continued care of our members and hope this interim policy will help you safely assess these emergency patients.

We will continue to monitor the COVID-19 pandemic and make further announcements about teledentistry services. For more information, refer to the American Dental Associations guidelines at ada.org*.

Sincerely,

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Associate Dental Consultant & Dental Director
Enterprise Ancillary Business

*Blue Cross Blue Shield of Michigan and Blue Care Network don’t own or control this website.