Getting started in telehealth billing for Health First Colorado – Colorado's Medicaid Program



Background: On May 6, 2015, Governor Hickenlooper signed House Bill 15-1309 (HB15-1309) Protective Restorations by Dental Hygienists. The new law expands the dental hygienists' Scope of Practice by allowing them to place interim therapeutic restorations under the supervision of a dentist after completing appropriate coursework and applying for and obtaining a permit from Colorado Dental Board (Board).

The following are the steps to complete the requirements to bill Medicaid for reimbursement for services provided using telehealth supervision.

Step 1: Dental hygienists must complete a course that complies with the standards developed, and rules adopted, pursuant to <u>section 12-35-128.3.</u>

➤ The Community College of Denver (CCD) Dental Hygiene School, which is accredited by the Commission on Dental Accreditation (CODA), developed an 8-hour Interim Therapeutic Restorations (ITR) continuing education course with support from SMILES Dental Project®. Please visit their website for more information.

Step 2: Complete and submit the Application for Approval to Place Interim Therapeutic Restorations to DORA, <u>click here</u> for the application.

- a. The Application for Approval to Place Interim Therapeutic Restorations can be submitted either electronically or by mail.
- b. If submitting by mail, please download and fill out the application electronically first as you may miss some drop down boxes if you print and fill out by hand.
- c. Then print and provide necessary signatures and any accompanying documentation.
- d. Complete electronically and then print and send to the following address:

Division of Professions and Occupations
Office of Licensing—Dental
1560 Broadway, Suite 1350
Denver, CO 80202

Step 3: RDH must be registered in interchange, and have an individual Medicaid PID and NPI number. Visit this <u>website</u> to start the process, if not already enrolled

Step 4: Once the above is completed, submit the following directly to Yvonne Castillo (instructions below):

- ✓ NPI Number
- ✓ Medicaid PID
- ✓ Proof of approved Interim Therapeutic
 Restorations Permit from DORA (pictured right)
- Notification of Supervising Dentist form, page 4 in the Application for Approval to Place Interim Therapeutic Restorations (picture below)



Lookup Detail View

Licensee Information
This serves as primary source verification* of the license.

*Primary source verification: License information provided by the Colorado Division of Professions and Occupation 24-34-102 C.R.S.

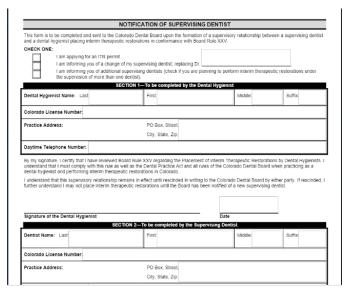
Name

Public Address

Credential Information					
License Number	License Method	License Type	License Status	Original Issue Date	Effective Date
ITR.000	Driginal	Interim Therapeutic Restorations Permit	Active	05/17/2017	05/17/2017

What if a dental hygienist wants to bill for telehealth services but does not have an ITR permit issued yet?

- RDHs do not have to wait to submit the Notification of Supervising Dentist form.
- To bill for other telehealth services while waiting for the approved ITR permit, you must submit everything listed above except the approved Interim Therapeutic Restorations Permit from DORA.
- Submit all this to Yvonne Castillo at HCPF (instructions below).



How to Submit Documentation

Submit all materials directly to Yvonne Castillo, via email yvonne.castillo@state.co.us or your DentaQuest Provider Relations Representative. Please use the email instructions below to assure your email is flagged and necessary steps taken to gain billing approval.

Email Subject Line: Interim Therapeutic Restorations Permit

Sample email text

I, {INSERT NAME}, am officially notifying you of intent to enroll as a teledentistry provider. Attached are the necessary documents and below you will find my NPI number and the NPI number of my supervising dentist(s).

{INSERT RDH NAME, Medicaid PID, and NPI #}
{INSERT DDS NAME, Medicaid PID, and NPI #}
(if more than one supervising dentist, please list them all)

For the Office Reference Manual from DentaQuest click here.

Notification Process:

- Upon receipt of ITR approval from HCPF <u>DentaQuest Provider Relations Representative</u> will
 contact to provide notification to RDH that they have been approved. They will be able to
 answer any billing questions you may have.
- DQ will provide a monthly roster of approved ITR RDH's to the dept. cc'ing AFL-Enterprise recipients.

How to Change/Add a Supervising Dentist

To change or add a supervising dentist you will need to notify DORA using the, <u>Notification of Supervising Dentist</u>, form from the ITR application.

Please submit a copy of all materials directly to Yvonne Castillo, via email yvonne.castillo@state.co.us. Please use the email instructions below to assure your email is flagged and necessary steps taken to gain billing approval.

Email Subject Line: Interim Therapeutic Restorations Permit – Update to Supervising Dentist

Sample email text

I, {INSERT NAME}, am officially notifying you of a change in my supervising dentist for tele-dentistry. Attached is the necessary document and below you will find the NPI umber of my new supervising dentist.

{INSERT DDS NAME, Medicaid PID, and NPI #}

(if adding more than one supervising dentist, please list them all)

DORA does **NOT** need to be notified if you are changing or adding a supervising dentist.

Please email or call with any questions or concerns. This is a new process and we want to make sure this is going smoothly for everyone!

- Yvonne Castillo, <u>yvonne.castillo@state.co.us</u>, 303-866-3667
- Allison Wheeler, allisonwheeler@afl-enterprises.com.

All ITR billing will be manual until further notice. In the future, a new Subspecialty will be created under Registered Dental Hygienist. RDH must upload approved Interim Therapeutic Restorations permit from DORA and the Notification of Supervising Dentist form to interchange.

