



Teledentistry is now a permanent benefit

In response to the COVID-19 pandemic, HMSA began covering teledentistry as an option for dentists to provide emergency services to our members. Real-time teledentistry encounters through the phone or video chat have been covered for your patients of record over the course of 2020. **We have now added teledentistry as a permanent benefit on all HMSA commercial dental plans.**

When billing for telephonic real-time emergency services, you will need to submit two CDT codes:

- D0140: Limited oral evaluation — problem-focused
- D9995: Synchronous teledentistry

You will be reimbursed at the D0140 allowance. **Please note that this is a change from our prior process, where you only needed to submit D9995.** You can verify benefits and eligibility online at [MyDentalCoverage](#) or by calling Customer Service at 808-948-6440 on Oahu or 800-792-4672 toll-free. There are no out-of-pocket costs to the member for this service, and it does not count toward a member's frequency limitation for exams.