DELTA DENTAL®

Teledentistry FAQ



What is teledentistry?

Teledentistry is a part of telemedicine, and it's a way for patients to receive health care evaluations or advice remotely using videoconference technology. It can be a helpful service for people who live far from a dental office, or in the case of the COVID-19 pandemic, when people are staying home to avoid exposure.

How does teledentistry work?

If you have a dental emergency, your dentist may ask you to take a picture of the outside and the inside of your mouth to email to text. Or you may connect over the phone or through video chats such as FaceTime or Skype.

What code will my dentist use to bill for teledentistry?

Your dentist should be familiar with how to bill for teledentistry, but if not, it's code D0140: Problem focused examination.

Will I have a copay?

That depends on your particular dental plan. However, for most plans this is covered under prevention and diagnostics with no copay.

Where is this covered within my dental plan?

In the prevention and diagnostics section.

How do I know if my dentist has teledentistry capability? Does it state that in the online directory?

You should ask your dentist if teledentistry is an option. This information is not included in the directory.

What equipment or devices do I need for a teledentistry call?

If your dentist wants to see inside your mouth, you may need a smartphone, tablet with internet connection, or a computer with a camera. Sometimes taking a picture, emailing it or texting it to your dentist, and then talking on the phone may also be beneficial.