

## Dental Case Management

### CDT<sup>®</sup> CODE:

#### **D9991 – Dental Case Management – addressing appointment compliance barriers**

- Individualized efforts to assist a patient to maintain scheduled appointments by solving transportation challenges or other barriers

#### **D9992 – Dental Case Management – care coordination**

- Assisting in a patient's decisions regarding the coordination of oral health care services across multiple providers; provider types, specialty areas of treatment, health care settings, health care organizations and payment systems. This is additional time and resources spent providing experience or expertise beyond that held by the patient

#### **D9993 – Dental Case Management – motivational interviewing**

- Patient-centered, personalized counseling using methods such as Motivational Interviewing (MI) to identify and modify behaviors interfering with positive oral health outcomes. This is a separate service from traditional nutritional or tobacco counseling

#### **D9994 – Dental Case Management – patient education to improve oral health literacy**

- Individual, customized communication of information to assist the patient in making appropriate health decisions designed to improve oral health literacy, explained in a manner acknowledging economic circumstances and different cultural beliefs, values, attitudes, traditions and language preferences, and adopting information and services to these differences, which requires the expenditure of time and resources beyond that of an oral evaluation or case presentation

#### **D9997 – Dental Case Management – patients with special health care needs**

- Special treatment considerations for patients/individuals with physical, medical, developmental, or cognitive conditions resulting in substantial functional limitations or incapacitation, which require that modifications be made to delivery of treatment to provide customized or comprehensive oral health care services

### Dental Case Management Services:

#### **Who can perform the services?**

Only the following professionals may perform the procedure:

- a. Dentists
- b. Registered Dental Hygienist or Registered Dental Assistant under the direct or general supervision of a licensed dentist (claim must be submitted under the enrolled practitioner's NPI)

#### **When can the services be performed?**

Dental case management services may be:

- Performed in addition to other dental services (i.e., fluoride varnish, prophylaxis, interpreter services). The intent of Dental Case Management is to provide other dental services on the same day.
- Billed in addition to an oral evaluation, however, does not take the place of the oral evaluation.

#### **Are there limitations for these services?**

- Limit of two dental case management visits allowed per calendar year (D9991-D9997).
  - Additional services may be submitted via a service authorization and approved on a yearly basis. The service authorization must be submitted thru the MMIS web portal with documentation of the

previous case management services. The complexity of the patient treatment plan and health care needs will be taken into consideration for the timeframe of services.

- Not allowed in conjunction with Behavior Management – D9920.

## **Dental Case Management Documentation Requirements:**

The following must be documented within the medical/dental record to support the services billed:

- The name of the individual
- The date of the dental case management service
- The name of the individual providing the dental case management service
- Documentation must have a valid signature and signature date
- Efforts made to assist patient with appointments and appointment planning, barriers to treatment and compliance issues, treatment planning, referrals, oral health decision making, and care coordination.
- D9991 requires name of the individual at the Human Service Zone that assisted in transportation efforts with the dental office and patient. A copy of the taxi voucher or authorization should be kept on file in the patient dental record.
- D9992 requires the names and documentation across all providers involved in the coordinated care of the patient. This service must involve multiple providers.
- D9993 and D9994 must include documentation to support the medical necessity for the oral health outcomes and literacy specific to the patient centered approach. These two codes cannot be used for education and counseling alone. Motivational Interviewing must include a one to one, face-to-face patient centered counseling session used to identify negative behaviors and improve positive oral health outcomes.
- D9997 must include documentation that supports the patient's special health care need and any patient special treatment considerations. The patient specific medical/mental health condition must be documented. ND Medicaid will not allow behavior management (D9920) in addition to this service.

## **Non-Covered Services**

- Oral hygiene instructions which would otherwise be billed using code D1330
- Missed appointments
- Smoking Cessation/Tobacco Counseling which would otherwise be billed using code D1320
- Nutritional Counseling which would otherwise be billed using code D1310
- Counseling for Substance Use Disorder which would otherwise be billed using code D1321

## **FQHC and Encounter Based Dental Clinics**

- Encounter-based dental clinics and FQHC's must bill Dental Case Management in addition to another qualifying service to receive reimbursement for the encounter

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### **MEDICAL SERVICES**

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