

## Provider FAQ and best practices

**A new virtual dentistry solution for  
real-time patient consultations**



### **1. How do I register for Virtual Consult?**

Virtual Consult will send you a username and temporary password so that you can log in and complete your provider profile.

### **2. Is my front office staff allowed to log in to my account?**

No, your account is secure and only available for you to see. You may designate an office staff member to help with appointment scheduling and availability.

### **3. When do I need to be available to use the platform?**

The platform can be available whenever you are. You can set your schedule for whenever you want to take appointments.

### **4. Can I see anyone or just my own patients?**

You can see any Delta Dental PPO™ or Delta Dental Premier® member.

### **5. Can I integrate Virtual Consult with my current Practice Management System?**

No, but Virtual Consult allows you to download a visit summary which can be used to bill insurance in the standard manner for your practice.

**6. How are patients directed to the platform?**

Delta Dental will market Virtual Consult to our clients and members. Tell your Delta Dental PPO or Premier patients that you are available to see them on Virtual Consult for urgent issues.

**7. How will patients find me?**

Your patients can search for you by name on the platform. Patients can geolocate your practice. Most patients will be directed to you based on proximity to their current location. Profiles of the available providers will be displayed to the user and they will choose one to see. Robust profiles will give users confidence when selecting a provider.

**8. How do I set my schedule in the platform?**

Once you are set up to practice on Virtual Consult, you can log in to your calendar on your Practice menu. From there you can set availability and modify as needed. This can also be managed through the Practice Staff Account.

**9. What equipment do I need to conduct a visit?**

You will need a computer, iPad or iPhone with a camera and access to the internet.

**10. What type of training do you offer?**

Providers and office staff will be trained on how to set up a profile, how to set schedules and how to conduct a virtual consultation on the platform.

**11. Do I have to be tech savvy?**

No. Virtual Consult is easy to use, and IT support is available 24/7.

**12. How much time should I commit to the platform?**

Virtual dentistry is available whenever you are. You can commit as much or as little time as you like. You can set your available hours for when you have time to see patients either inside or outside of business hours.

**13. Who do I contact for tech support?**

There is a tech support team available by phone or email 24/7 for video/sound/access issues. You can reach out to us by emailing [VirtualConsult@Amwell.com](mailto:VirtualConsult@Amwell.com) or calling 833-392-0789 for issues with video, sound or access.

## Appointments, claims and payment

### 1. What kind of appointments can I conduct online?

Virtual consultations can include a limited oral exam (D0140) to assess issues, prescribe medication and give aftercare instructions.

### 2. What procedure code do I submit a claim for?

Submit the D0140 and D9995 procedure codes to code your virtual consultation as a synchronous virtual dentistry visit.

### 3. Where can I conduct a visit? Can I do it when I'm not at home or the office?

Follow best practices to maintain professionalism and privacy while taking appointments. Appointments can be conducted anywhere you have a quiet private space and a stable internet connection. See the best practices guide section below.

### 4. What if I need to prescribe medication?

You can e-prescribe and manage medications with SureScripts integration including a full formulary, up-to-date prescriptions and geolocation pharmacy selection.

### 5. How much will I get paid?

You will be paid the standard D0140 reimbursement in your Delta Dental fee schedule for each virtual consultation.

### 6. How does my licensure work when practicing virtual dentistry?

You will be able to see patients located in the state(s) where you have active, unrestricted licensure.



## Best practices for virtual dentistry appointments

### 1. Wear appropriate, professional clothing

Patients are used to seeing you dress professionally in a physical setting and the same applies when providing care online.

### 2. Sit in front of a simple background

Patients will be able to see you best if the environment behind you is a simple, solid color. Many providers opt to purchase a room divider which removes the distraction of your background.

### 3. Practice in a HIPAA-compliant space

Keep the door closed and ensure that no one walks in on your consult to prevent breaching patient privacy. Imagine your patient's horror if someone walked into your brick and mortar office in the middle of a visit. A car is not an acceptable place to practice virtual dentistry. Consider using a white noise machine to ensure the patient's privacy.

### 4. Sit two to three feet away from camera

Patients need to see your whole face in a video visit. It can be unsettling if only part of your face is visible. Cameras should be positioned at or above face level so the camera is not looking up at you. If you are using a mobile device, always use a stand.

### 5. Ensure proper lighting and control background noise

Having a well-lit room creates the best visual experience to allow patients to see your facial expressions and cues. Front or overhead lighting is required, as backlighting creates a silhouette effect. Ensure all background noise, such as traffic noise coming through open windows, is kept at a minimum.

### 6. Have headphones or a headset on-hand

Microphone and speaker position can cause unwanted feedback. Try adjusting the location or the speaker and microphone volume. If this does not correct the problem, connect your headset. This can significantly limit background noise. As soon as your conversation begins, confirm the patient can hear you.

### 7. Make eye contact by looking into the camera

To make eye contact, look directly into the camera rather than the patient's video on your screen. This will make the patient feel like you are talking to and looking directly at them.