
Letter Number 2020-02

Date: May 28, 2020

Dental Plans [X]

Vision Plans [X]

**Subject: Use of Teledentistry Flexibilities During
the Coronavirus Disease 2019 (COVID-19)
Pandemic Restrictions**

Purpose

This letter is to provide written guidance to FEDVIP dental carriers regarding teledentistry flexibilities during the COVID-19 pandemic restrictions, consistent with the [guidance of the American Dental Association \(ADA\)](#) issued on March 30, 2020 and updated on April 14, 2020.

Member Access to Teledentistry

Teledentistry can enhance access to care when in-person visits are not possible. As a result of the pandemic, there has been increasing interest in teledentistry, especially for triaging emergent dental conditions such as a broken tooth, lost filling or an abscess. FEDVIP Carriers should review plan benefits to minimize barriers to evaluation and treatment for FEDVIP members during restrictions for in-person treatment caused by the COVID-19 outbreak. OPM is encouraging all FEDVIP Carriers to make appropriate use of teledentistry services available to the widest degree possible during the pandemic, whether it was an established part of the coverage or not.

ADA Guidance

The ADA recognizes the unprecedented and extraordinary circumstances dentists and their patients face during the current COVID-19 pandemic. They state their guiding principles are to mitigate transmission while also supporting emergency care for patients to help prevent overwhelming busy hospital emergency departments. Under current circumstances, while some services will continue to be performed in dental offices, the ADA recognizes that patients would be best served when telecommunication technology can be leveraged to support dental care. The [guidance issued by ADA dental offices](#) outlines coding for services rendered using telecommunication technology.

Program Office Support

Should you have any questions, comments or concerns, please contact your Program Analyst/ Program Analysis Officer in the FEDVIP program office, or email FEDVIP@opm.gov.

As always, thank you for your continued attention to the health of our Federal workforce and families.

Sincerely,

Edward M. DeHarde
Assistant Director for Federal
Employee Insurance Operations
Healthcare and Insurance

Encl.: