TELEDENTISTRY

BY OPENTELEMED

TOPIC 1 Who Is OpenTelemed

Opentelemed Services LLC is a US-based company committed to providing digital resources for medical and dental professionals to streamline telehealth services nationwide. Since our inception in 2022, we have assisted hundreds of practitioners by offering an independent digital teledentistry platform, along with support in insurance credentialing, malpractice, legal compliance, training, dental billing applications, and a clearinghouse, among other resources. Many oral health practitioners now operate independently, utilizing our quick-start digital tools to effectively assist patients from the comfort of their homes.

TOPIC 2 What We Bring to You

OpenTelemed Services LLC invites dental practitioners under the 1099 NEC to join our teledentistry network program, where selected applicants will have the opportunity to practice teledentistry. Our program includes a variety of digital teledentistry services, such as virtual consultations, remote patient monitoring, telediagnosis, and treatment planning.As part of our offering, OpenTelemed will provide you with a digital business website, an integrated booking calendar paired with dental billing software, assistance with insurance credentialing, malpractice coverage, supervision of eligible professionals, and comprehensive training. Additionally, we will help facilitate up to 200 patient inflows, empowering you to practice teledentistry independently.

TOPIC 3 Who Can Apply

All dental professionals are welcome to apply for our network teledentistry program! Our program offers flexibility for those looking to practice either part-time or full-time. Whether you have your own clinic and wish to expand your patient base, or if you're currently employed and want to contribute part-time, we have options for you.This program operates under 1099 NEC, which not only safeguards your privacy but also encourages practitioners to earn professionally.

Services you can practice:

- **Synchronous Teledentistry Consultation (D9995)**: Real-time video consultation between dentist and patient for immediate assessment and advice.
- **Asynchronous Teledentistry Review (D9996)**: Review of patient-submitted photos, x-rays, or other information for diagnosis and treatment planning.
- **Virtual Oral Examination (D0140)**: Comprehensive visual examination of the oral cavity using high-resolution cameras and video conferencing.
- **Digital Dental Imaging Analysis:** AI-powered analysis of dental x-rays and images for early detection of cavities, periodontal disease, and other oral health issues.
- **Remote Treatment Planning:** Development of personalized treatment plans based on virtual examinations and digital records.
- **Teleorthodontic Consultation:** Virtual assessment for orthodontic treatment needs and options.
- **Digital Smile Design:** Use of software to visualize potential cosmetic dental outcomes before procedures.
- **AI-Assisted Caries Detection:** Utilization of AI algorithms to identify early signs of tooth decay in digital images.

TOPIC 4 Teledentistry Services

- **Virtual Emergency Dental Triage:** Assessment of dental emergencies to determine urgency and necessary actions.
- **Remote Oral Cancer Screening:** Use of AI and high-resolution imaging for preliminary oral cancer risk assessment.
- **Digital Dental Records Management:** Secure cloud-based storage and management of patient dental records and treatment history.
- **Tele-Periodontal Assessment:** Remote evaluation of gum health using patient-provided images and data.
- **Virtual Dental Hygiene Education:** Online sessions to teach proper oral hygiene techniques and practices.
- **Digital Treatment Progress Monitoring:** Remote tracking of treatment progress using patient-submitted photos and data.
- **AI-Powered Treatment Outcome Prediction:** Use of AI to predict and visualize potential outcomes of various dental treatments.
- **Virtual Post-Operative Care:** Remote follow-up consultations after dental procedures to ensure proper healing.
- **Digital Dental Implant Planning:** Use of 3D imaging and planning software for precise implant placement strategies.
- **Tele-Endodontic Consultation:** Remote assessment of root canal treatment needs and planning.
- **Virtual Pediatric Dentistry Consultation:** Child-friendly online consultations for pediatric dental care.
- **Digital Occlusion Analysis:** Use of digital bite analysis tools to assess and plan treatment for bite issues.
- **Remote Sleep Apnea Screening:** Preliminary assessment of sleep apnea risk factors through teledentistry.
- **Virtual TMJ Disorder Evaluation:** Remote examination and assessment of temporomandibular joint disorders.
- **Digital Dental Education Programs:** Online educational modules for patients on various dental health topics.
- **AI-Assisted Treatment Recommendation:** Use of AI to suggest optimal treatment options based on patient data and images.
- **Virtual Dental Anxiety Management:** Online counseling and techniques to manage dental anxiety before in-person visits.
- **Digital Shade Matching:** Remote color matching for restorations using standardized digital color guides.
- **Tele-Prosthodontic Consultation:** Virtual assessment and planning for prosthetic dental needs.
- **Remote Oral Appliance Fitting Guidance:** Online assistance for proper fitting of night guards, retainers, or other oral appliances.

TOPIC 4 Teledentistry Services

- **Digital Dental Marketing Consultation:** Virtual consultation for dental practices on digital marketing strategies.
- **Virtual Dental Practice Management:** Remote consulting services for efficient dental practice operations.
- **Tele-Dental Forensics:** Remote analysis of dental records for forensic purposes.
- **Digital Dental Lab Communication:** Enhanced digital communication between dentists and dental laboratories for precise restorations.
- **Virtual Dental Insurance Verification:** Online real-time verification of patient dental insurance coverage and benefits.
- **Remote Dental Coding and Billing Support:** Virtual assistance for accurate dental procedure coding and billing.
- **Digital Treatment Cost Estimation:** Online tools for estimating treatment costs based on proposed digital treatment plans.
- **Virtual Dental Team Training:** Remote training sessions for dental staff on various aspects of patient care and practice management.
- **Tele-Dental Nutrition Counseling:** Online nutritional advice related to oral health and overall well-being.
- **Digital Dental Trauma Assessment:** Remote evaluation of dental injuries to determine immediate care needs.
- **Virtual Oral Health Risk Assessment:** Online tools to assess a patient's risk for various oral health issues.
- **Remote Dental Medication Management:** Virtual consultation for managing dental medications and potential interactions.
- **Digital Dental Referral Management:** Online system for managing and tracking patient referrals to specialists.
- **Tele-Dental Legal Consultation:** Remote legal advice on dental practice-related issues.
- **Virtual Dental Equipment Troubleshooting:** Remote assistance for diagnosing and resolving dental equipment issues.
- **Digital Dental Practice Infection Control Consultation:** Online guidance on maintaining proper infection control protocols in dental settings.
- **Remote Dental Radiology Interpretation:** Expert interpretation of dental radiographs through secure digital platforms.
- **Virtual Dental Materials Consultation:** Online advice on selecting appropriate dental materials for specific procedures.
- **Digital Dental Waste Management Consultation:** Remote guidance on proper disposal of dental waste and environmental best practices.
- **Tele-Dental Ethics Consultation:** Virtual consultation on ethical issues in dental practice.
- **Remote Dental Practice Valuation:** Online services for assessing the value of dental practices for sale or purchase.
- **Virtual Dental Continuing Education:** Online platforms offering continuing education courses for dental professionals to maintain licensure and stay updated on the latest advancements.

TOPIC 5 Requirements

Teledentistry Overview

Teledentistry cannot operate independently in certain states; instead, it functions under telehealth laws. We facilitate teledentistry through interprofessional collaboration with medical professionals, which is the most effective way to manage the entire process.

Compliance Requirements

To adhere to state and insurance regulations, professionals must meet specific compliance parameters. These include having a valid professional license, fcc.gov enrollment, malpractice insurance, SAM enrollments, DUNS registration, and Americorp enrollments.You can obtain all these necessary enrollments and certifications on your own, or you can take advantage of our subsidized services to receive a complete setup in one go.

TOPIC 5 Requirements

Importance of Compliance Enrollment

Compliance enrollment is essential for maintaining our ability to receive patients from network hospitals, interprofessional collaborations, and insurance providers. By adhering to established parameters, we ensure that we meet the necessary standards and regulations that govern healthcare practices.Interprofessional collaboration plays a crucial role in enhancing patient care and outcomes. Effective teamwork among healthcare professionals can significantly improve service delivery and patient experiences.

Therefore, compliance not only protects patient privacy and safety but also fosters a culture of trust and integrity within our healthcare system.

In summary, compliance enrollment is vital for sustaining our operational relationships and ensuring high-quality care for our patients.

TOPIC 6 Successful Practices

Successful Practices

We have successfully set up numerous practices, and here are a couple of examples that are currently operating and receiving payments through teledentistry approaches.

539 W COMMERCE ST
STE 6909
DALLAS TX 75208-1953

Social Security number available when calling Customer Service or writing to us

Cigna Dental
PO Box 188037
Chattanooga, TN 37422

Explanation of dental payment

Get paid faster and manage all of your Cigna payments electronically!
Enroll in Cigna's EFT program by logging in to CignaforHCP.com-Working with Cigna-Enroll in Electronic Funds Transfer (EFT) options or thru the Council for Affordable Quality Health Care (CAQH) website: https://solutions.CAQH.org.

Enroll in Zelis payments* to receive and manage your Cigna payments and multiple accounts with additional payers through EFT/ Automated Clearing House (ACH) or via a Virtual Credit Card (VCC). For more information call 1.855.496.1571 or visit www.zelispayments.com. *Fees will apply

DTEOP_v04.0_08012017 Detach at perforation Page 1 of 4

CIGNA HEALTH AND LIFE INSURANCE COMPANY
2000 S COLORADO BLVD
DENVER, CO 80222

73-27/421

CHECK NUMBER: [redacted]
DATE: May 2, 2023
PAYMENT REF #: 2023050250100122

PAY: TWO HUNDRED NINETY ONE AND 00/100 **$291.00

TO THE ORDER OF: [redacted]
539 W COMMERCE ST
STE 6909
DALLAS, TX 75208-1953

Void after six months

FIFTH THIRD BANK
OH
DTEOP_v04.0_08012017

CG Authorized Agent
AUTHORIZED SIGNATURE

SECURITY FEATURES INCLUDED. DETAILS ON BACK.

⑈759399373⑈ ⑆042100272⑆ [redacted]

Explanation of dental payment

Get paid faster and manage all your Cigna claims electronically!

Enroll in Cigna's EFT program by logging in to CignaforHCP.com-Working with Cigna-Enroll in Electronic Funds Transfer (EFT) options or thru the Council for Affordable Quality Health Care (CAQH) website: https://solutions.CAQH.org.

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If you'd like information on how much the customer has met towards their accumulators (e.g., deductibles), please visit our website at cignaforhcp.com or contact Customer Service.

50-937/213

Cigna

Cigna Dental
Cigna Health and Life Insurance Company
As administrator for THE CHEESECAKE FACTORY INCORPORATED 3340010

CHECK NUMBER: [redacted]
CHECK DATE: MAY 23, 2023
HEALTH CARE PROFESSIONAL ID/NPI: 923199952

PAY TO THE ORDER OF: DELTA DENTAL SMILE
EIGHTY FIVE DOLLARS AND 00 CENTS

**********$85.00

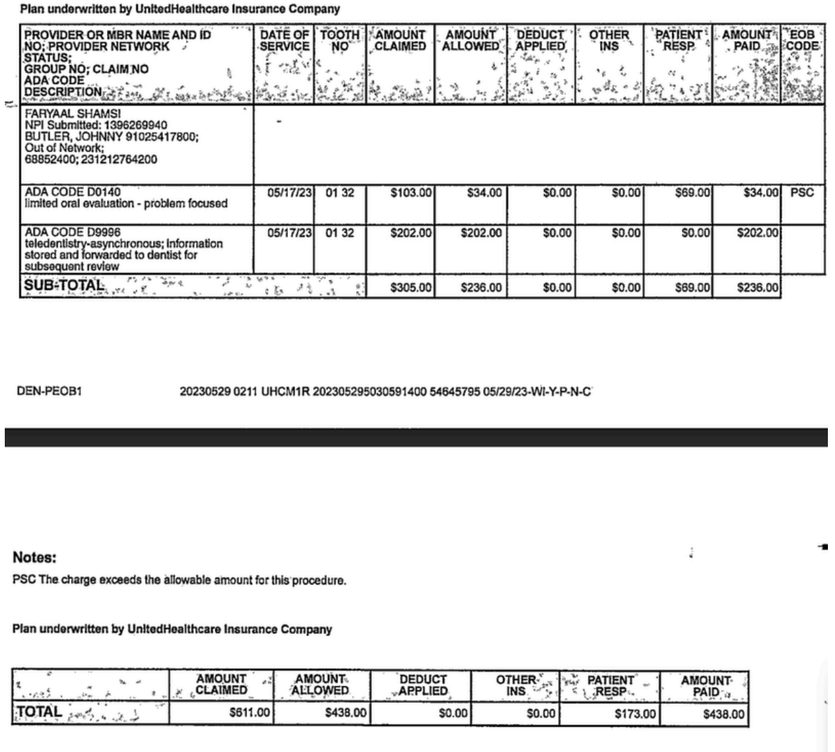
VOID IF NOT CASHED WITHIN 180 DAYS

JPMorgan Chase Bank, N.A.
SYRACUSE, NEW YORK

Benjamin J Chestnut
AUTHORIZED SIGNATURE

SECURITY FEATURES INCLUDED. DETAILS ON BACK.

⑈009163613⑈ ⑆021309379⑆ [redacted]



Plan underwritten by UnitedHealthcare Insurance Company

PROVIDER OR MBR NAME AND ID NO; PROVIDER NETWORK STATUS; GROUP NO; CLAIM NO ADA CODE DESCRIPTION	DATE OF SERVICE	TOOTH NO	AMOUNT CLAIMED	AMOUNT ALLOWED	DEDUCT APPLIED	OTHER INS	PATIENT RESP	AMOUNT PAID	EOB CODE
FARYAAL SHAMSI NPI Submitted: 1396269940 BUTLER, JOHNNY 91025417800; Out of Network; 68852400; 231212764200									
ADA CODE D0140 limited oral evaluation - problem focused	05/17/23	01 32	$103.00	$34.00	$0.00	$0.00	$69.00	$34.00	PSC
ADA CODE D9996 teledentistry-asynchronous; information stored and forwarded to dentist for subsequent review	05/17/23	01 32	$202.00	$202.00	$0.00	$0.00	$0.00	$202.00	
SUB-TOTAL			$305.00	$236.00	$0.00	$0.00	$69.00	$236.00	

DEN-PEOB1 20230529 0211 UHCM1R 20230529503059140O 54645795 05/29/23-WI-Y-P-N-C

Notes:
PSC The charge exceeds the allowable amount for this procedure.

Plan underwritten by UnitedHealthcare Insurance Company

	AMOUNT CLAIMED	AMOUNT ALLOWED	DEDUCT APPLIED	OTHER INS	PATIENT RESP	AMOUNT PAID
TOTAL	$611.00	$438.00	$0.00	$0.00	$173.00	$438.00

TOPIC 7 Free Assets and Resources Offered by OpenTelemed

- Business Website (Teledentistry Platform)
  Example: https://deltadentalsmiles.live/, https://yoursmilepartners.com/
- EMR With Integrated Billing, Appointment and Self Pay Payment Portal
- Clearinghouse
- Malpractice Insurance Coverage
- Dental Biller and Coder
- Insurance Credentialing
- Appointment Coordinator
- Supervising Support Team
- Medical to Dental Practices Integration
- Digital marketing and listing
- Content and blog writing
- Upto 200 Patients / mo
- Patients Membership Assistance
- Patient Collection Services

TOPIC 8 Why Choose Our Services

OpenTelemed has been a leader in providing telehealth resources to medical professionals since 2022. We own the rights to our digital resources, which means we do not charge for our telehealth platform, training materials, dental billing software, EDI setup fees, appointment booking tools, patient roster, or insurance credentialing. However, we do outsource third-party companies for compliance enrollments, which may incur charges of up to $600 if you use our enrollment services. Alternatively, you can initiate the enrollment process independently and share the certificates with us, allowing us to set up your teledentistry services. We recommend our services because of our subsidized fees for unique federal enrollments, which simplify the process for oral health practitioners seeking legal support and consulting. Enrollment can begin as soon as you subscribe, and after training, you will receive complete enrollment and digital setup in one go, streamlining your services and operations.

TOPIC 9 What Happens When You Join Us

Complete the Application Form
Fill out the application form to get started.

Join the Discussion Call
Participate in a discussion call to explore the program further.

Finalize the Service Level Agreement
After mutual understanding of the program, complete the Service Level Agreement.

Begin Self-Paced Training
Start your self-paced training. An email with your training login will be sent to you.

Complete the Assessment
Finish the assessment to ensure you are ready.

(During the training period, you will receive access to the digital platform, billing software, dashboard, malpractice insurance, and all other required digital assets. If you opted for our enrollment services, you will also receive all enrollment certificates during this period so that you can start seeing patients as soon as possible.)

Start Seeing Patients
Begin seeing patients and providing care.

Billing and Payments
An assigned OpenTelemed biller will handle your claims, and you will receive direct payments from insurance companies.

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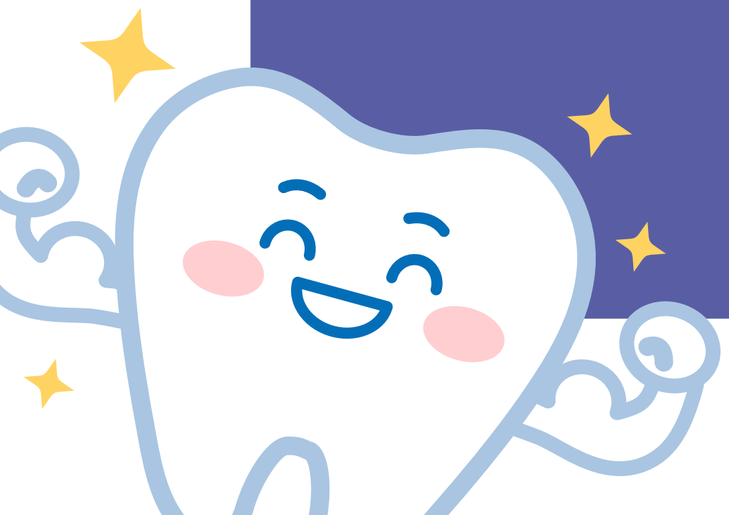
THANK YOU