

**ENVOLVE DENTAL, INC.  
INCLUDING ALL ASSOCIATED SUBSIDIARIES  
CLINICAL POLICY AND PROCEDURE**

<b>DEPARTMENT:</b> <b>Utilization Management</b>	<b>DOCUMENT NAME:</b> <b>Behavioral Guidance (Management)</b>
<b>PAGE: 1 of 7</b>	<b>REFERENCE NUMBER:</b> <b>ENVD.UM.CP.0010</b>
<b>EFFECTIVE DATE: 07/01/2019</b>	<b>REPLACES DOCUMENT:</b>
<b>RETIRED: N/A</b>	<b>REVIEWED: 11/2021</b>
<b>SPECIALIST REVIEWED: Yes</b>	<b>REVISED:</b>
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**SCOPE:**

Envolve Dental employees and provider networks.

**PURPOSE:**

The purpose of this document is to define the reimbursement policy and procedure for Behavioral Guidance (also known as behavioral management) Techniques (procedures) provided in a dental office setting.

**POLICY:**

Behavioral guidance or management techniques (BGT) are considered safe and effective when properly administered by trained individuals. BGTs have been proven effective to help reduce or minimize anxiety, fear and pain control during the delivery of dental services, particularly for children and special health care needs patients.

BGTs are typically placed into two classifications: 1) Basic or Advanced Behavioral Guidance Techniques; and 2) Non-pharmacologic or Pharmacologic Behavioral Guidance Techniques. Basic guidance techniques are classified as non-pharmacologic (communication-related) and pharmacologic. Advanced guidance techniques are also classified as non-pharmacologic and pharmacologic. Pharmacologic techniques are at the upper end of the spectrum of both Basic and Advanced BGTs. They are more intensive, invasive and inclusive of non-pharmacologic BGTs.

Basic non-pharmacologic guidance techniques are considered communicative management techniques. Communicative management techniques include the following<sup>2</sup>:

- 1) Tell-show-do;
- 2) Ask-tell-ask;
- 3) Voice control;
- 4) Non-verbal communication;
- 5) Positive reinforcement and descriptive praise;
- 6) Distraction
- 7) Memory restructuring; and,

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- 8) Communicative techniques for parents and age-appropriate children.

The one basic pharmacologic guidance technique is as follows:

- 1) Nitrous oxide/oxygen inhalation.

The one advanced non-pharmacologic guidance technique is as follows:

- 1) Protective stabilization.

Advanced pharmacologic guidance techniques include the following:

- 1) Sedation; and,
- 2) General anesthesia

For claim reporting and reimbursement purposes, the American Dental Association uses CDT (Current Dental Terminology) Codes to report dental services or procedures performed by dentists. CDT 2019 was used in formulating this policy. The following is a list of CDT Codes that Envolve Dental recognizes as BGT related and in order of increasing intensity, invasiveness and inclusiveness:

- 1) D9920 – Behavior Management;
- 2) D9230 – Inhalation of Nitrous Oxide/Analgesia, Anxiolysis;
- 3) D9248 – Non-Intravenous (Oral) Conscious Sedation;
- 4) D9239/D9243 – Intravenous Moderate (Conscious) Sedation/Analgesia; and,
- 5) D9222/D9223 – Deep Sedation/General Anesthesia.

CDT Code D9920 is NOT covered in all states. In some states, it has limited applicability. See the section on State-Specific Rules toward the end of this policy.

CDT Code D9920, subject to state-specific rules, is used to report both basic and advanced non-pharmacologic BGTs when no basic or advanced pharmacologic BGT is used. Each basic and advanced pharmacologic BGT has its own specific CDT Code. While a basic or advanced non-pharmacologic BGT may occur as a prelude to or part of a basic BGT (D9230) or advanced pharmacologic (D9248) BGT, only the

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pharmacologic BGT will be reimbursed. This means that if D9920 and either D9230 or D9248 are submitted for the same member on the same date of service, only the D9230 or D9248 will be reimbursed.

The use of CDT Code D9230 is to report the use of the one basic pharmacologic BGT. Reimbursement for D9230 includes any basic or advanced non-pharmacologic BGT (D9920) that may serve as a prelude to D9230. If D9920 and D9230 are submitted for the same member on the same date of service, only the D9230 will be reimbursed. Additionally, while D9230 may serve as prelude to an advanced pharmacologic BGT (D9248, D9239, D92220), only the advanced pharmacologic BGT will be reimbursed. This means that if any combinations of codes D9920, D9230 and D9248 are submitted for the same member on the same date of service, only the D9248 will be reimbursed.

The use of codes D9248, D9239/D9243 and D9222/D9223 are to report the use of advanced pharmacologic BGTs. While a non-pharmacologic or basic pharmacologic BGT may serve as a prelude, introduction or addition to an advanced pharmacologic BGT, only the advanced pharmacologic BGT will be reimbursed. This also means that if any combinations of codes D9920, D9230 and D9248 are submitted for the same member on the same date of service, only the D9248 will be reimbursed.

The determination of which CDT Code will be reimbursed is based on the BGT classification (Basic vs. Advanced and Non-Pharmacologic vs. Pharmacologic) and the CDT 2019 Preface, which states the following:

- 1) The presence of a CDT Code does not mean that the procedure is:
  - i) Endorsed by any entity or is considered a standard of care
  - ii) Covered or reimbursed by a dental benefits plan
- 2) Required Statement – if there is more than one code in this edition that consists of a procedure and a dentist submits a claim under one of these codes, the payor may process the claim under any of these codes that is consistent with payor's reimbursement policy.

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### **Reporting Requirements**

**D9920** – In states where D9920 is a covered benefit, clinical criteria in the Envolve Dental Provider Manual must be met. Not reimbursable if submitted with D9230 or D9248 for the same member on the same date of service. Only the additional time above the time normally required to complete the services may be reported. Reportable in 15-minute increments. A record of that time must be kept in the member's clinical record and is subject to retrospective review and audit.

**D9230** – Clinical criteria in the Envolve Dental Provider Manual must be met. Only one (1) unit of D9230 is payable per member per date of service.

**D9248** – Clinical criteria in the Envolve Dental Provider Manual must be met. Not reimbursable if submitted with D9222, D9223, D9239 or D9243 for the same member on the same date of service. Includes non-intravenous (oral or inhalation) administration of sedative and/or analgesic agent(s) and appropriate monitoring. A time-based record that includes the name of administering provider, name of drugs administered, route, site, time, dosage, and patient effect of administered drugs must be kept in the member's clinical record and is subject to retrospective review and audit.

### **Reporting Scenarios**

When all reporting and clinical requirements, as well as member eligibility and frequency requirements, have been met, the following scenarios will apply when multiple services are reported for the same member on the same date of service:

- 1) D9920\* and D9230 – only D9230 will be payable.
- 2) D9920\* and D9248 – only D9248 will be payable.
- 3) D9230 and D9248 – only D9248 will be payable.
- 4) D9920\*, D9230 and D9248 – only D9248 will be payable.
- 5) Any combination of D9920\*, D9230, D9248 with D9239/D9243 or D9222/D9223 – only D9239/D9243 or D9222/D9223 will be payable.

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**\* D9920 is applicable only in states where it is a covered benefit**

It is the policy of Envolve Dental to confirm that members must meet specific criteria to be authorized for any form of Basic or Advanced Pharmacologic Behavioral Guidance (management) Techniques, especially general anesthesia, in the dental office setting. Providers and staff and locations must be qualified and appropriately trained in accordance with state regulations and professional society guidelines.

**REFERENCES:**

1. Wells, M.H., McCarthy, B.A., Tseng, C.H., Law, C.S. Usage of Behavior Guidance Techniques Differs by Provider and Practice Characteristics. *Pediatric Dentistry*, 40/NO 3, May/June 2018. <https://www.aapd.org/assets/1/7/201-8.pdf>.
2. American Academy of Pediatric Dentistry Behavioral Guidance for the Pediatric Dental Patient. Reference Manual V40/NO6 18/19  
[https://www.aapd.org/globalassets/media/policies\\_guidelines/bp\\_behavguide.pdf](https://www.aapd.org/globalassets/media/policies_guidelines/bp_behavguide.pdf).
3. Singh, H., et al. Techniques for the Behaviors Management in Pediatric Dentistry. *International Journal of Scientific Study*, October 2014, Vol 2, Issue 7, pp. 269-272. Retrieved from: [https://www.ijss-sn.com/uploads/2/0/1/5/20153321/ijss\\_oct\\_ra02.pdf](https://www.ijss-sn.com/uploads/2/0/1/5/20153321/ijss_oct_ra02.pdf).
4. American Dental Association. CDT 2019: Dental Procedure Codes. American Dental Association, 2019.

**STATE-SPECIFIC RULES:**

1. The following states do not provide coverage for D9920: Arizona, Mississippi, Missouri, Ohio, and Wisconsin.
2. Georgia only provides coverage for D9920 for those children who are “handicapped, retarded, or age three years old or under” who cannot be managed or handled in the routine dental office setting through normal office procedures.

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3. Illinois only provides coverage for D9920 for members 19 years of age or older when enrolled in the Illinois Integrated Care Program (ICP).
4. New Mexico only provides coverage for D9920 at designated and specially contracted facilities with permits to provide services to special needs members.
5. Kansas provides coverage for D9920 for all benefit programs except for Title 19 adults 21 years of age or older.
6. Pennsylvania only provides coverage for D9920 for members who are difficult to manage because of developmental disabilities.

**ATTACHMENTS:**

**DEFINITIONS:**

**Behavioral Guidance/Management:** Basic and advanced techniques, both non-pharmacologic and pharmacologic, used to alleviate anxiety, nurture a positive dental attitude, and perform quality oral health care safely and efficiently.

**Nitrous oxide/oxygen inhalation:** A safe and effective technique to reduce anxiety and enhance effective communication. Its onset of action is rapid, the effects easily are titrated and reversible, and recovery is rapid and complete. Additionally, nitrous oxide/oxygen inhalation mediates a variable degree of analgesia, amnesia, and gag reflex reduction.

**Non-Intravenous (Oral) Moderate (Conscious) Sedations:** A medically controlled state of depressed consciousness while maintaining the patient's airway, protective reflexes and the ability to respond to stimulation or verbal commands. It includes non-intravenous administration of sedative and/or analgesic agent(s) and appropriate monitoring.

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**IV Sedation:** A drug-induced depression of consciousness during which patients respond purposefully to verbal commands, either alone or accompanied by light tactile stimulation. No interventions are required to maintain a patent airway, and spontaneous ventilation is adequate. Cardiovascular function is usually maintained.

**General Anesthesia:** A drug-induced loss of consciousness during which patients are not aroused, even by painful stimulation. The ability to independently maintain ventilator function is often impaired. Patients often require assistance in maintaining a patent airway, and positive pressure ventilation may be required because of depressed spontaneous ventilation or drug-induced depression of neuromuscular function. Cardiovascular function may be impaired.

**REVISION LOG**

<b>REVISION</b>	<b>DATE</b>
Annual Review	<b>09/2019</b>
Annual Review	<b>11/2021</b>