

Is Teledentistry Right for You?

Teledentistry is another way to get the dental care you need, safely and conveniently. That's why we've made teledentistry part of your dental benefits. Ask your dentist if a teledentistry exam is right for you.

What's teledentistry?

Teledentistry is using your phone or computer to talk, video chat or text with your dentist to check in on your oral health (a limited exam) or talk about a dental problem (problem-focused exam) without you having to go to your dentist's office. Your dentist will decide if a teledentistry exam — which is billed the same as an in-office exam — is right for your situation, so be sure to call your dentist in advance. With teledentistry, your dentist will evaluate your situation and recommend any treatment you might need. You might have a teledentistry exam when:

- Your tooth or gum feels sore or swollen, and you want to check in with your dentist.
- You can't get to the office for your regular cleaning, but want to make sure no problems are developing.
- You're in the office for a cleaning, but your dentist checks images of your mouth from another room.

What makes an exam a teledentistry exam is that your dentist looks at x-rays, pictures or video of your mouth, including prior x-rays, pictures or video. When you have a teledentistry exam, you are using a regular exam benefit that counts toward your plan's limits.

How does teledentistry work?

Ask your dentist if a teledentistry exam is right for you and which technology tools (phone or computer) are best to use for your exam. Then, use those tools to let your dentist see your mouth or talk with you about your oral health while referring to prior x-rays, pictures or video. During a teledentistry visit, your dentist can identify problems, give you care instructions and let you know if you should come in for a visit.

Does my insurance pay for teledentistry?

Your Altus Dental benefits cover teledentistry exams according to your particular plan. Remember, a teledentistry exam is just like a regular exam when it comes to plan limits, so your insurance will be billed just as if you were in the office. Ask your dentist whether your teledentistry exam will count toward your plan's time and frequency limitations.

Can I always use teledentistry for exams?

We care about your oral health, so we want you to get regular dental care. Teledentistry is great for a check-in or when you have a dental issue, but it's still important to get regular cleanings and make a comprehensive exam part of your oral health care plan. Not all dentists offer teledentistry so be sure to check with yours.

Does my dentist offer teledentistry?

We recommend that you call your dentist to see if they offer teledentistry, as well as their policies for scheduling teledentistry visits.