

Special Health Care Needs Benefit

provider instructions

You are receiving this information because you have a patient who has a special health care need and their Delta Dental of North Carolina group benefits give them access to enhanced dental benefits.



For 6.5 million people in the U.S. with intellectual or developmental disabilities, oral health care can be inaccessible or overwhelming. Together we are changing that.

Benefit verification

Before rendering services, please check the member's procedure eligibility in the Dental Office Toolkit® to verify coverage. There is no age limit on these benefits.

Claims submission information

If the member's record has already been updated to allow for additional services under this benefit, there will be a message in the Dental Office Toolkit confirming this.

If there is not already a message, you should include code D9997 on the initial claim submission for this patient. After this first claim processes, the member's procedure eligibility will update accordingly and you will no longer need to include D9997 on future claims for that member.

What is included in the benefit?

- Additional visits to the dentist's office and/or consultations that can be helpful prior to the first treatment to help patients learn what to expect and what is needed for a successful dental appointment. Additional exam benefits will be allowed for this purpose. (Procedure codes D0120, D0145, D0150, D0160 and D0180)
- Up to four total dental cleanings in a benefit year. (Procedure codes D1110, D1120, D4910, D4346 and D4355)
- Treatment delivery modifications necessary for dental staff to provide oral health care for patients with sensory sensitivities, behavioral challenges, severe anxiety or other barriers to treatment. (Procedure code D9997)
- The use of anesthesia necessary to provide dental care (Procedure codes D9222, D9223, D9239, D9243)

Additional resource

With support from the Delta Dental Foundation, Penn Dental Medicine has established a free continuing education series aimed at building awareness of the barriers to equitable oral health care for individuals with disabilities, and developing competency to provide oral health care to this vulnerable population.



Scan the QR code or visit www.deltadental.foundation/ce-courses-seminars to learn more about the Center for Persons with Disabilities Presentation Series.

If you have additional questions, please give Delta Dental of North Carolina a call at (800) 662-8856.