



Teledentistry Workgroup Summary

April, May, June, September 2025

GOALS

- **Short-Term (by Dec 1, 2025):**
 - Develop legislative and budget strategies to expand teledental services
 - Create a plan for a teledental workforce learning collaborative
- **Medium-Term (2–5 years):**
 - Ensure supportive workforce regulations, laws, and financing
 - Launch a statewide learning collaborative
- **Long-Term (5+ years):**
 - Increase the number of teledental patient encounters in NY

KEY STRATEGIES FROM THE BARRIERS TO BRIDGES REPORT

1. Create a statewide learning community of teledental providers to share best practices and foster partnerships
2. Provide technical assistance to dental offices and community health centers (CHCs) in underserved areas
3. Partner with broadband expansion efforts to enable effective teledental care
4. Train practices on emerging technologies like AI diagnostics and digital records
5. Enable out-of-state dentists to provide services through a telehealth registry or interstate compact

SYNOPSIS OF MEETINGS (APRIL, MAY, JUNE, SEPTEMBER 2025)

1. Consensus highlights

- **Learning Collaborative:** scope a two-year program with curriculum, TA offers, office-hour support, and a community-of-practice cadence.
- **Guidance & Standards:** request statewide guidance from State Education; produce provider-friendly checklists that separate “**required**” vs “**best practice.**”
- **Payment Clarity:** develop a parity/coding brief for limited vs comprehensive tele-exams, documentation expectations, and example claims.

- **Pilots:** identify candidate settings (early childhood, CHCs, LTC, community sites) and define referral/data flows for a virtual-dental-home approach.
- **Resource Hub:** centralize slide decks, demo videos, manuals, and peer-state exemplars for easy uptake by practices.

2. Risks and mitigations

- **Regulatory ambiguity:** pair SED requests with concise provider checklists; engage professional associations to amplify.
- **Payment uncertainty:** co-author parity/coding guide with payer input; include example documentation.
- **Technical readiness:** inventory equipment needs; set minimum image standards; leverage broadband partners.
- **Provider adoption:** lower activation energy via demos, office hours, and “starter kits” with templates and scripts.

RECOMMENDATIONS FOR 2026

Primary Recommendation: Statewide Teledentistry Learning Collaborative

Establish a two-year learning collaborative program with dedicated funding and host organization to:

- Provide structured curriculum and ongoing technical assistance
- Create community-of-practice meetings and peer support networks
- Maintain centralized resource repository
- Offer office hours and consultation services

Supporting Recommendations

Policy and Regulatory Framework:

Secure statewide guidance from State Education Department on teledentistry scope of practice

Develop clear provider checklists distinguishing required vs. best practice standards

Create comprehensive parity/coding guidance with documentation examples

Establish minimum technical standards for equipment and image capture

Workforce Development:

- Integrate teledentistry training into dental hygiene education programs
- Develop continuing education offerings for practicing providers
- Create mentorship programs pairing experienced teledentistry practitioners with newcomers
- Explore roles for retired dentists in asynchronous care models

Infrastructure and Support:

- Launch comprehensive toolkit with implementation manuals, templates, and demo videos
- Establish technical assistance program for dental offices and community health centers
- Partner with broadband expansion initiatives to ensure connectivity in underserved areas
- Develop starter kits to reduce activation barriers for new practices

Pilot Programs:

- Identify candidate settings for virtual dental home pilots (early childhood programs, CHCs, long-term care, community sites)
- Define clear referral and data flows between teledentistry providers and traditional dental practices
- Test different supervision models and documentation approaches

Implementation Steps

- Identify and secure host organization for learning collaborative
- Develop funding strategy targeting foundations and state sources
- Create information-sharing platform for ongoing collaboration
- Establish partnerships with key stakeholder organizations

WEBINARS

School-based Teledentistry: Lessons from the Field

Thursday, September 4,

School-based teledentistry (SBT) programs expand access to oral health care by leveraging innovative technology to meet children where they are: at school. In this webinar, Sophie Webb, Program Director at Virginia Health Catalyst, will introduce Catalyst's SBT learning collaborative and discuss the building blocks of successful SBT programs. The webinar will specifically explore the benefits and challenges of the learning collaborative model and the elements that must be in place in order for an SBT learning collaborative to thrive.

Speaker:

- **Sophie Webb, Program Director Virginia Health Catalyst**

[Slides Available Here](#)

[Recording Available Here](#)

Understanding Teledentistry Learning Collaboratives

Monday, July 28, 2025

Learn about NNOHA's teledentistry learning collaborative and explore how lessons from this initiative can inform New York's efforts to expand teledentistry access.

Speaker:

- **Rachel Johnston, MPA**
Senior Program Manager
National Network for Oral Health Access (NNOHA)

[Slides available here](#)

[Recording available here](#)

RESOURCES IDENTIFIED

- **Known Resources:**
 - State and national guidelines (ASTDD, NNOHA, Virginia Health Catalyst)
 - Virtual Dental Home model (CNSU)
 - NYS Telehealth Policy Manual

- [National Consortium of Telehealth Resource Centers | Home](#)
- [Northeast Telehealth Resource Center](#)
- [NYS Teledental guidelines](#)
- **Desired Resources:**
 - Clear guidance on permitted services by provider type and setting
 - Standards for image capture, exam components, and supervision levels