

## FREQUENTLY ASKED QUESTIONS (FAQ) Brokers and Groups

### PROVIDER REOPENING SUPPORT PROGRAM

#### Q: Why is DDWA creating and offering the Provider Reopening Support Program?

A: As our communities and businesses begin to re-open, we understand that the pandemic has been, and continues to be, disruptive to dental offices. Member Dentists have developed and implemented new processes and protocols to further protect the health and safety of our members/patients. To help offset some of the costs incurred as routine care resumes to Delta Dental of Washington (DDWA) patients, we are launching the Practice Reopening Support Program (PRSP).

#### Q: What is the Provider Reopening Support Program (PRSP)?

A: DDWA Member Dentists with an established direct deposit account will receive \$10 per DDWA patient visit from May 18 through August 31. Payments will be made in monthly installments in July, August and September.

#### Q: Why are you reimbursing \$10 per patient?

A: The PRSP is intended to help offset some of the costs of reopening. We know those costs vary by practice and are currently considerably inflated due to the scarcity of supplies. In addition to the \$10 we continue to work with WSDA in sourcing PPE to help offset additional costs.

#### Q: Are all DDWA Member Dentists eligible for this program?

A: All Delta Dental of Washington PPO and Delta Dental Premier practices in good standing are eligible for the Practice Reopening Support Program (PRSP). Enrollment in this program is automatic, dental offices do not need to take any steps to apply.

#### Q: Will repayment be required for the PRSE funds received?

A: No, payments received through the PRSP will not be required to be repaid.

#### Q: Can dental office administration charge codes like D1999 for infection control and D0190 for temperature taking?

A: Charging a patient for PPE, temperature taking or any other action like this is disallowed. D1999 claims for infection control or D0190 for temperature taking, will be denied and not billable to the patient.

#### Q: Are out of state providers eligible for these payments?

**A:** No, we can only cover DDWA Members being treated by DDWA participating Member Dentists.

**Q: Are other Delta Dentals providing the same program to their Members?**

**A:** Each Delta Dental member company is approaching financial support in a manner that best fits the needs of their customers. DDWA believes this is the best approach to serve all of customer groups including our Member Dentists, patients, groups and brokers. For more information about how Delta Dental companies are responding to COVID-19, we encourage you to visit the Delta Dental Institute [here](#) to learn more.

**Q: If the dentist wants to charge more than the \$10 in the PRSE will patients/members be expected to pay the difference?**

**A:** Charging a patient for PPE, temperature taking or any other action like this is disallowed.

**Q: What if the member/patients has more than one procedure can the dentist charge multiple PPE charges?**

**A:** No, the dentist will receive one PRSE payment per visit.

**Q: For ASC (self-funded) groups, will the \$10 per patient be charged as a claim?**

**A:** No. This is a program offered by Delta Dental in an effort to help providers manage the cost of reopening their practices. There is no claim code attached to this program.

**Q: Will this impact claims experience for fully-insured groups?**

**A:** No. This program is offsetting provider costs and won't be passed on to employer groups.

**Q: Is there a maximum on the amount of payment received?**

**A:** No, Member Dentists will receive \$10 per patient visit for the defined time frame starting May 18 through August 31.

**Q: What if this extends into the fall - will DDWA extend the program and add additional dollars to these programs?**

**A:** We understand there is much uncertainty now and as a result, we may adjust the programs as needed, depending on the continuing state of the pandemic.