

PROVIDER REOPENING SUPPORT PROGRAM (PRSP)

WHAT IS THE PROVIDER REOPENING SUPPORT PROGRAM (PRSP)?

- As our communities and businesses begin to re-open, we understand that the pandemic has been, and continues to be, disruptive to practices. Member Dentists have developed and implemented new processes and protocols to further protect the health and safety of employees, patients, and customers. We are proud to partner with you as you make these necessary enhancements to your practices.
- To help offset some of the costs you are incurring as you resume routine care to Delta Dental of Washington (DDWA) patients, we are launching the Provider Reopening Support Program (PRSP).
- DDWA Member Dentists in good standing 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, September and October. Repayment is not required.
- If multiple practices are under the same TIN, one monthly payment will be made for all service locations.
- There is no maximum payment amount. Member Dentists will receive \$10 per patient visit for the defined time frame starting May 18 through August 31, 2020.

FREQUENTLY ASKED QUESTIONS (FAQ)

PROVIDER REOPENING SUPPORT PROGRAM

Q: Why is DDWA creating and offering these programs?

A: As our communities and businesses begin to re-open, we understand that the pandemic has been, and continues to be, disruptive to your practices. Member Dentists have developed and implemented new processes and protocols to further protect the health and safety of employees, patients, and customers. The Provider Reopening Support Program is designed to help offset some of the costs you are incurring as you resume routine care to Delta Dental of Washington (DDWA) patients.

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 cost 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: Will DDWA use my office's claim submissions to calculate my PRSP payments?

A: Yes, we will use your claim submissions to determine the number of patients your office has seen.

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 to receive payment from the Practice Reopening Support Program (PRSP). The only requirement for the program is that you are enrolled to receive payments from us by direct deposit/EFT. If you do receive your claim payments in this way, enrollment in this program is automatic.

If you need to enroll in direct deposit, visit our website at DeltaDentalWA.com/Provider and complete the Direct Deposit Enrollment Form before June 24.

Q: What constitutes a practice being in "good standing?"

A: A Member Dentist in "good standing" means you are not a current subject of a disciplinary action or other conduct which could lead to termination of your Member Dentist Agreement.

Examples of Member Dentists not in good standing include those who are currently the subject of an action to have their license to practice suspended or revoked by DQAC, or if a Member Dentist owes us money as the result of a fraud, waste or abuse investigation (WAVE).

Q: Are there any additional requirements to be eligible for these programs?

A: Yes, Direct Deposit/EFT is required to receive payments for the PRSP. EFT is required for administrative efficiency and will ensure you receive funds as quickly as possible. If you are not set up for direct deposit and are interested in PRSP, please visit our website DeltaDentalWA.com, hover over Resources and click forms. From there, select Direct Deposit Form under *Update your information with us*. If you choose to enroll with EFT, your PRSP payments and all future claims payments will be made with direct deposit. To be eligible for the payment in July, please enroll in EFT before June 24.

Q: Is there a way to only do direct deposit/EFT for this program and leave claim payments as they are?

A: No, if an EFT is set up to receive PRSP payments, all future claims will be made by direct deposit to the account on file. PRSP payments will be separate from your payment vouchers. We encourage all practices to set up direct deposit with DDWA. With all employees working remotely during COVID-19 it becomes increasingly harder to cut, print and mail paper checks. Any payment related programs developed in the future will require direct deposit.

Q: When will we receive our first payment?

A: The second payment was issued August 19th and encompasses treatment rendered from July 1 through July 31 on claims processed by August 14 and treatment rendered from May 18 through June 30 on claims processed between June 18 and August 14. The third payment is projected for September 22nd.

Q: When will the last payment be made?

A: The last payment is projected to be made October 20th to allow for a claims run-out period. Payments will be made for patients seen from May 18 to August 31.

Q: When payment is made every month, are patient names or ID numbers listed anywhere for providers to track the amounts they receive?

A: No, there will not be any report for providers to track amounts they receive. The monies will show up monthly in your bank account, in a lump sum.

Q: Do these payments include Ortho check-up visits?

A: Orthodontists do not have to do anything different for patients in active treatment to receive the PRSP payment. The PRSP payment will be generated based on the recurring monthly payments that DDWA has set up in our system.

Q: Is repayment required for the funds received?

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

Q: If I meet the minimum criteria, do I need to sign an Agreement?

A: No, all Member Dentists with direct deposit accounts will be automatically enrolled in the program.

Q: Can I charge other codes like D1999 for infection control and D0190 for temperature taking?

A: Charging a patient for PPE, temperature taking or any other action similar to this is in violation of your Member Dentist Agreement. If you submit a claim with D1999 for infection control or D0190 for temperature taking, it will be denied and not billable to the patient. We do recognize that dentists are experiencing higher expenses due to additional health and safety requirements and temporarily inflated PPE costs due to scarcity. We will continue to monitor these costs over time to understand the longer-term impact to the cost of patient care.

Q: What happens if there are multiple locations under my Tax Identification Number (TIN)?

A: If multiple practices are under the same TIN, one monthly payment will be made for all service locations.

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

A: No, the program only applies to DDWA Patients who are treated by a DDWA participating Member Dentist.

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 at <https://www.deltadental.com/institute/news/how-are-delta-dental-companies-responding-to-covid-19/> to learn more.

Q: Do these payments take the place of any other ongoing payments to Member Dentists?

A: No, the PRSP is supplemental program in addition to ongoing reimbursement payments, e.g., regular claim payments, DeltaCare capitation payments, Ortho continuation payments.

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, 2020.

Q: Are the funds received from the PRSP taxable to me?

A: Yes, the PRSP payments are taxable income.

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 a lot of uncertainty right now and as a result, we may adjust the programs as needed, depending on the continuing state of the pandemic.

Q: Where did the \$15M for these payments come from?

A: DDWA is funding the PRSP from our operating cash flow.

Q: Why do we not get reimbursed more for the work we do when not dealing with a pandemic?

A: We are in the process of rolling out a new reimbursement program where more than half of general and pediatric practices are expected to receive an increase. Due to the pandemic, we opened a second wave for individuals in Cohort 1 to accept their new reimbursement schedule. The new deadline is July 1 for an effective date of August 1. In addition, we opened a third wave to accept the new reimbursement schedule. The deadline is August 31st for an

effective date of October 1st. Did you receive your letter in early March regarding reimbursement? If you received your letter and would like to discuss how you can accept your new fees and increase your revenue, a Provider Ambassador can help. Please email them directly at MyDDWAAmbassador@DeltaDentalWA.com.

Q: What will display on my payments voucher to know this is a PRSP payment?

A: All PRSP payments are sent out via Electronic Funds Transfers (EFT). The deposits have a payment memo entitled "ZZPRSP" or "Delta Dental of PAYMENTJNL" which signifies it's a PRSP payment. PRSP payments are made outside of our claims payment system.

