

# PSRP

## Frequently Asked Questions

### **Q: Why did DDWA create and offer this program?**

A: As our communities and businesses began to re-open, we understood 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 (PRSP) was designed to help offset some of the costs incurred as you resume routine care to Delta Dental of Washington (DDWA) patients.

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

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

### **Q: Why did you only reimburse \$10 per patient?**

A: The PRSP was 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. As of 9/1/2020, we sunset this program as prices for personal protective equipment began to stabilize.

The PRSP program was supplemental to the approximately \$40 million in grants and advance claims payments we've provided dental practices to reopen and serve our communities.

### **Q: Did DDWA use my office's claim submissions to calculate my PRSP payments?**

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

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

A: All Delta Dental of Washington PPO and Delta Dental Premier practices in good standing were eligible to receive payment from the PRSP. The only eligibility requirement for the program was enrollment to receive payments from us by direct deposit/EFT. If you received your claim payments in this way, enrollment in this program was automatic.

### **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).

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

A: Yes, Direct Deposit/EFT was required to receive payments for the PRSP. EFT created administrative efficiency and ensured receiving funds as quickly as possible

**Q: When was the first PRSP payment made?**

A: The first payment was made by the end of July and will include payments for visits from May 18 through June 30.

**Q: When will the last payment be made?**

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

**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, did I need to sign an Agreement?**

A: No, all Member Dentists with direct deposit accounts were 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 contract. 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.

**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 was made for all service locations.

**Q: Were out of state providers eligible for these payments?**

A: No, the program only applied 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 was 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.

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

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

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

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

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

A: Yes, the PRSP payments are taxable income.

**Q: Will DDWA extend the program and add additional dollars to these programs?**

A: The intent of the PRSP was to help member dentists reopen their practices. The decision has been made to discontinue the payments for PPE. The last payment you will receive will be in mid-October for any run out payment for patients seen between 05/18/2020 and 08/31/2020. We understand your concerns and appreciate your feedback.

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

A: DDWA funded 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 three waves for individuals in Cohort 1 to accept their new reimbursement schedule. The new deadline is October 1, for an effective date of November 1.

If you are in Cohort 1 or Cohort 2 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@DeltaDental-WA.com](mailto:MyDDWAAmbassador@DeltaDental-WA.com), or I'm happy to transfer you to the team to help answer any questions you may have.