

COVID-19 Resources & Information for Delta Dental Dentists

We are watching and feeling, along with you and the world, how novel coronavirus (COVID-19) is changing the way we all live and work. The health and well-being of Delta Dental providers, clients, members and employees is our priority. We want to reassure you that we have developed a coordinated strategy across our organization to maintain our operations and address issues as the situation continues to evolve.

We want to share some information about what we are doing at Delta Dental of Arizona and provide links to valuable resources. We recognize that this is and will continue to be a very challenging time for our network dentists and we are committed to keeping you connected to what's happening at Delta Dental during this rapidly changing situation in our country. We continue to monitor developments and updates from the [Centers for Disease Control](#), [World Health Organization](#), [Arizona Department of Health Services](#), [State of Arizona](#) and [American Dental Association](#). We may update the information in this document periodically as the situation and our responses develop.

Important Updates from Delta Dental of Arizona (DDAZ)

- **DDAZ will continue to pay claims.**
 - *Direct Deposit* – Payments will be deposited into your account on Wednesdays, as usual.
 - *Paper Checks* – At this time, our vendors do not anticipate delays in delivering paper checks. We expect checks will continue to be processed each Wednesday. However, we highly recommend [signing up for direct deposit](#) for faster claims payments.
- **Our customer service team is available to answer your questions.**
 - To protect our associates' health while continuing to serve stakeholders, we've allowed our remote-ready staff to work from home. Any associates working in our office are following Centers for Disease Control (CDC) guidelines, including social distancing and closing our office to visitors.
 - If we experience high volumes of absenteeism, you may experience longer hold times.
 - For the quickest service, use the [Dentist Connection](#) or our faxback service for routine benefit, eligibility or claims status questions. These resources are available 24/7.
 - During this critical time, our customer service team will focus their efforts on answering questions that cannot be answered via our automated technology tools.
- **DDAZ will continue to process claims promptly.**
 - We continue to meet our claims turnaround targets, paying claims in an average of 3.5 days after we receive the claim.
 - 84% of claims are processed electronically and more than 81% of electronic claims are processed automatically.
 - Electronic claims submission allows for the quickest claims processing. If you cannot submit electronic claims through your practice management system or other software, you can use the claims submission tool in the Dentist Connection to submit claims electronically. Just sign into the [Dentist Connection](#), click "Patient Information" in the top

menu and then click “Submit a Claim.” X-rays and other supporting documentation can also be submitted online using [this secure web form](#).

- If you submit paper claims, you may experience a longer claims processing turnaround.
- **We are providing clarity on teledentistry claims to ensure the safety of you, your staff and your patients are a priority.**
 - On March 19, Arizona Gov. Doug Ducey issued an [executive order](#) to halt all non-essential and elective medical and dental surgeries.
 - The American Dental Association released guidance to help [define emergency vs. non-emergency dental procedures](#).
 - We expect that offices may continue to provide limited treatment, particularly emergency examinations via some form of teledentistry. No additional teledentistry codes will be required for these claims. Submit *D0140: Limited Oral Evaluation – Problem-Focused* (the same code you would submit if you were performing an in-person emergency examination) and it will be paid, providing the patient has coverage/benefits available.
- **In light of the financial distress anticipated from the COVID-19, we are offering claims advances to network dental offices.**
 - This program is voluntary, and all interested PPO and Premier dental practices will need to apply.
 - At a high level, the [Advance Claim Payment Program](#) will offer dental practices up to 100% of the practice’s average monthly claims reimbursement (\$50,000 maximum advance), excluding orthodontia claims.
 - The claims advance will be distributed in 2 monthly pre-payment installments, up to a maximum of \$25,000 for each pre-payment installment. The first installment will be paid in April. The second installment will be paid in May provided the Governor’s executive order limiting dental surgeries remains in force through May 1, 2020.
 - Arizona dental offices in the Delta Dental network can request an advance claim payment by completing the online application/agreement at www.deltadentalaz.com/dentist/acpp through April 10, 2020.
- **We are proactively working with clients to maintain coverage for your patients.**
 - COVID-19 is affecting all our group customers and their employees. Our account managers are working closely with groups to ensure continued dental coverage for their employees.
 - When we are past this crisis, there will be considerable need for care that was postponed. Studies shows that adults with dental coverage are 2x as likely to see a dentist than uncovered adults, so continuous coverage is a priority.
- **We are helping to offset the cost of PPE supplies, equipment and technology needed to safely reopen and scale up your practice to provide dental services to Delta Dental of Arizona members amid COVID-19.**
 - The [Interim PPE Support Program](#) is available to all Delta Dental of Arizona contracted dental offices, which includes any dentists working under the same Tax ID Number (TIN).
 - A \$10 PPE support payment will be calculated for all Delta Dental of Arizona member claims paid to your dental office from April 1 through July 31, 2020, with a maximum of one PPE support payment per patient per day.

- PPE support payments will be made as a separate, monthly lump-sum payments that reflect the total number of Delta Dental of Arizona paid patient claims made to the dental office for the period. Claims paid during the timeframe of the program are the only claims eligible for this PPE support payment.
- No application or action is required by an eligible dental office to receive PPE support payments.
- Per your Participating Provider Agreement, PPE/infection control is not billable to the patient at any time.
- For full program details, including eligibility requirements and a list of FAQs, visit www.deltadentalaz.com/dentist/ppe.

Working with Other Delta Dental Member Companies

We are in close contact with Delta Dental Plans Association (DDPA) and other Delta Dental Member Companies to identify and remedy any possible disruptions in service. To date, all Delta Dental Member Companies are operating, and we do not anticipate delays. As with DDAZ, the quickest, most reliable way, to send claims and work with other Delta Dental Member Companies is through their electronic channels. We will keep you informed if there are any significant disruptions in service.

Federal Relief Funding for Dentists

Thanks to a collaboration between Delta Dental Plans Association and the U.S. Department of Health and Human Services (HHS), federal relief funding is available to dentists harmed by the COVID-19 pandemic. On July 11, 2020, HHS announced that the Enhanced Provider Relief Fund Payment Portal is now open to dentists who may not have previously been eligible to receive funding through the Provider Relief Fund. Eligible dentists will receive a reimbursement of 2% of their annual reported patient revenue and will have until August 28, 2020 to apply for funding through [the Enhanced Provider Relief Fund Payment Portal](#). Dentists can use this relief funding to cover any number of practice-related costs including, but not limited to, office lease or rent payments, staff salaries, structural office enhancements and personal protective equipment (PPE).

Delta Dental's collaboration and partnership with HHS was integral in ensuring dentists were included in the list of providers eligible to receive these much-needed funds. The comprehensive data set Delta Dental provided HHS proved instrumental in their decision to include dentists in the group of providers eligible for this funding.

COVID-19 Resources

We recommend the following resources to stay abreast of COVID-19 developments and recommendations that may affect your office:

- [American Dental Association Coronavirus Resource Center](#)
- [Arizona Dental Association – Latest on COVID-19](#)
- [Arizona Department of Health Services – COVID-19 Homepage](#)
- [Arizona Department of Health Services – COVID-19 Provider Resources](#)
- [CDC – Interim Infection and Control Guidance for Dental Settings During COVID-19](#)
- [CDC Coronavirus Disease 2019 – Information for Healthcare Professionals](#)

Resources for Arizona Businesses and Workers

As a small business ourselves, we understand the impacts COVID-19 is having on you and your employees. We've collected some information about financial resources and available options for small business owners and workers:

- [Arizona Department of Economic Security – DES Services Related to COVID-19](#)
- [Small Business Administration Economic Injury Disaster Loan – Arizona Information](#)
- [Arizona Commerce Authority – COVID-19 Arizona Business Resources](#)
- [Lockton – Coronavirus Employer Guide \(PDF\)](#)
- [Federal Update on Paid Leave and Healthcare Mandates](#)

Best Practices in Working Through COVID-19

DDAZ is not in a position to provide counsel on how best to manage your practice in these unique times. However, the American Dental Association's [Coronavirus Center for Dentists](#) provides guidance for protecting your patients and staff, along with a host of other resources. Henry Schein Dental is also hosting a weekly webinar, [COVID-19 & Dentistry: Practice and Patient Safety During a Pandemic](#).

Dealing with COVID-19 Exposure in Your Practice

The CDC provides resources and best practices to follow if someone in your office is exposed to, displays symptoms of, or tests positive for COVID-19:

- [CDC Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed COVID-19](#)
- [Guidance for Risk Assessment and Public Health Management of Healthcare Personnel with Potential Exposure in a Healthcare Setting to Patients with COVID-19](#)