

## FAQs for Delta Dental of Iowa's Reopening Support Payment

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### **What is the Reopening Support Payment?**

The Reopening Support Payment is to help you address facility and safety upgrades as you reopen your office. A \$10 payment will be applied to all claims for Delta Dental of Iowa members you service between May 1 through August 31, 2020.

### **Does this apply to all Delta Dental members I see?**

This applies to services performed on Delta Dental of Iowa members.

### **Is this payment limited to participating network providers?**

Yes. The payment applies to network dentists only including Delta Dental Premier, and PPO. Out-of-network dentists will not receive the Reopening Support Payment.

### **Does this apply to my Dental Wellness Plan (DWP) and Hawki patients?**

We are finalizing potential payments for DWP and Hawki members and will be updating providers in the near future.

### **Is this a per-patient payment?**

Yes. You will receive the \$10 Reopening Support Payment for each Delta Dental of Iowa patient you treat. Payments will be based per claim, with one fee per patient per day.

### **If my patient has dual coverage, how will I be paid?**

Delta Dental will pay \$10 per claim for all covered members, regardless of primary or secondary carrier. If your patient has dual Delta Dental of Iowa coverage, only one \$10 payment will be applicable.

### **Do I need to submit a specific CDT code to receive the payment?**

No. You will not need to include this fee on your claim filing. Delta Dental will calculate the payment based on submitted claims for all Delta Dental of Iowa members.

### **When will I receive my payment if I am on direct deposit/ EFT?**

If you receive direct deposit/EFT for claims payment, you will receive your payment monthly. The first payment will be paid the second week in June for May claims. You will receive a total of five payments, if you see members in all months during the Reopening Support Payment period. The last payment will be in October, allowing time for submission of all claims during this period.

### **When will I receive my payment if I receive a paper check from Delta Dental?**

The Reopening Payment Support will be paid every two months for those receiving paper checks. Your first payment will be the second week in July for May and June claims. The second payment will be the second week of September for July and August claims. The last payment will be in October, allowing time for submission of all claims during this period. If you would like to get paid faster, contact [provrelations@deltadentalia.com](mailto:provrelations@deltadentalia.com) to sign up for direct deposit.

### **Will this fee appear on my remittance advice for the Delta Dental of Iowa patients I treat?**

We will calculate the Reopening Support Payment based on the claims you submitted for Delta Dental of Iowa members. The payment will be calculated on paid claims in the system and included in the check run that month. This will be a separate line item on your payment called "Reopening Support Payment." The payment will be processed similar to our PPO bonus or the COVID-19 Advance Claim Payment. The fee will not show up as a separate line item for each claim you submit.

### **How long will Delta Dental pay the Reopening Support Payment?**

The payment will be applied to all claims for services received May 1 through August 31, 2020 for Delta Dental of Iowa members you treat. Claims need to be received by September 30, 2020 to be included in the final payment.

### **What kind of claims does the payment apply to?**

The Reopening Support Payment applies only to claims for services received between May 1 and August 31, 2020. The payment does not apply to prior authorizations or duplicate claims.

### **How will the payment apply to orthodontic claims?**

Delta Dental network dentists will receive payments for patients with an active orthodontic schedule. Those payments will be in July and September, respectively with one payment for each active patient for that two month period. The July payment will include all patients with an active orthodontic schedule in either May or June. The September payment will include all patients with an active orthodontic schedule in either July or August.

### **Does the payment apply to Hawki orthodontic claims?**

Yes, Delta Dental Hawki network dentists will receive payments for patients in active orthodontics. Those payments will be in July and September, respectively with one payment for each active patient for that two month period. The July payment will include all Hawki patients who had a D8070 or D8080 paid in the last 24 months. The September payment will include all Hawki patients who had a D8070 or D8080 paid in the last 24 months

### **Will Delta Dental extend the support payment?**

Delta Dental understands that this is an evolving situation. Our intention with the payment is to support start-up fees and to help implement new processes your office will need to do to continue to meet the needs of your patients. We will monitor the situation should we need to extend.

**Am I able to charge my Delta Dental patients for infection control or PPE using the D1999 code?**

No. Per your Delta Dental of Iowa provider contract and member benefit certificates, dentists are not able to charge a separate infection control fee for services. This is not a billable charge to the member or Delta Dental.

**I still have questions about the Reopening Support Payment, who should I contact?**

If you have other questions, please feel free to contact our professional relations team at 800-544-0718 or email us at [provrelations@deltadentalia.com](mailto:provrelations@deltadentalia.com).