

SPECIAL FAX BULLETIN

May 2020

IMPORTANT INFORMATION REGARDING COVERAGE FOR PERSONAL PROTECTIVE EQUIPMENT (PPE)

United Concordia is closely monitoring COVID-19 and its impact on the communities we serve. While the situation is constantly changing, one thing remains constant: our focus is on the health and well-being of our members, dentists, employers, producers, partners and our valued employees.

In an effort to keep our network dentists, their office staff, and our members safe, we will be allowing providers \$10 per patient visit for dates of service from 5/1/2020-6/30/2020 to help cover the costs associated with purchasing masks, sterilization procedures, and other CDC requirements resulting from COVID-19.

This coverage will apply to United Concordia administered business only, including: PPO commercial*, Medicare Advantage, TRICARE Dental Program (TDP), Active Duty Dental Program (ADDP), Federal Employees Dental and Vision Insurance Program (FEDVIP), Gateway Health Medicare and Medicaid and our partnership business.**

PPE Code:

- To align with ADA guidance, please use procedure code D1999- unspecified preventive procedure, by report.

Claims Submission:

- Claims must include procedure code D1999 to be eligible to receive payment for PPE.

Frequency limitations:

- D1999 can be used once per patient visit to cover the additional costs for PPE.

United Concordia will continue to assess the increased impacts of PPE due to COVID-19. We will be evaluating additional measures to assist your office during these difficult times, including a review of our fee schedules for potential adjustments in the coming months.

Please remember to take advantage of **Speed eClaim®**, our online tool that allows you to submit claims electronically to United Concordia at no cost. In addition, we encourage you to register for **EFT aka Direct Deposit** and start embracing the technology that will not only help your practice receive claim payments faster, but also provides additional safety measures for your employees and patients by removing the need to make frequent visits to the bank. You can register for **Speed eClaim®**, and **EFT** by going to www.unitedconcordia.com, www.addp-ucci.com or www.uccitdp.com.

In addition, United Concordia has joined forces with CDEWorld to provide you with a **PPE continuing education course** entitled *Personal Protective Equipment in the Dental Workplace*, free of charge, by visiting www.united-concordia.cdeworld.com and **entering promo code UCDPPE**.

As we all navigate through this difficult time, United Concordia is committed to providing you with unwavering support.

We thank you for your continued dedication to our members.

**PPO commercial member benefits may vary by group; please refer to MyPatients'Benefits to confirm coverage.*

***Coverage may vary by partner.*