



TO: All Participating Dental Providers

RE: NOTICE REGARDING CHARGES FOR PERSONAL PROTECTIVE EQUIPMENT (“PPE”)

DATE: September 3, 2020

Thank you for your continued participation in the UniCare dental provider network. We want to share some important information with you.

Per guidance from the NY Department of Financial Services, participating providers are not permitted to charge members for personal protective equipment (PPE) such as masks, gown, gloves, etc. Dental providers may only charge members for services covered in the policies and/or contracts. Members are not responsible for any charges received from a participating provider beyond their applicable deductible, copayment, or coinsurance, including any fees charged for PPE. Members who already paid PPE charges may contact your office for a refund.

PPE refunds for any charges must be issued to members immediately, whether or not the member contacts your office. Your office should then contact our Dental Network Services team at 866-947-9398 to report the following by October 26:

- Member(s) impacted
- Total refunded to member(s)
- The refund process

We will then provide a report to the NY Department of Financial Services as required.

You can find the full notification from the New York Department of Financial Services (“DFS”) here:

https://www.dfs.ny.gov/industry_guidance/circular_letters/cl2020_14

We sent the following reminders to your office in June and in August 2020. You can find the full communication here:

https://www.unicare.com/ms/dentalproviders/shared/noapplication/f0/s0/t0/Covid_provider_communication.pdf

- UniCare PPE policy changes are intended to reimburse network dental offices for incremental infection control costs due to COVID

- Service code reimbursement continues to reimburse pre-COVID infection control costs
- PPE costs above the PPE reimbursement should not be balanced billed to patients

For more information on PPE and how to bill UniCare for PPE reimbursement, you can review the following:

- CDC's Summary of Infection Prevention Practices in Dental Settings: Basic Expectations for Safe Care at https://www.cdc.gov/oralhealth/pdfs_and_other_files/BESC3-PPE-508.pdf or OSHA's PPE Overview at <https://www.osha.gov/SLTC/personalprotectiveequipment/>.
- For PPE Coding and Billing Guidance refer to ADA guidelines at http://www.ada.org/~media/CPS/Files/COVID/PPE_Coding_Billing_Guidance.pdf.

Thank you for your valued network participation during these unprecedented times. Please contact Dental Network Services at 866-947-9398 with questions between 7:00 AM CST and 5:00 PM CST Monday through Friday.

Sincerely,
UniCare Dental Professional Services