PATIENT LETTER: PPE Fee

Dear <Patient>,

Thank you for entrusting your care to <Practice Name>. You can feel safe knowing we are following the pandemic related safety recommendations of the leading governing bodies in healthcare, including the CDC, OSHA, Department of Health, and the American Dental Association. The steps we've taken help to ensure the safety of you as a patient, as well as our doctors, our team, and our other patients.

This letter is regarding a billing code you'll now see on your Explanation of Benefits, D1999. This code has been recommended for use by the American Dental Association for Personal Protective Equipment (PPE) and increased overhead expenses related to the extraordinary circumstances dentists and their patients face as we navigate the COVID-19 pandemic. The cost of enhanced infection control procedures and protective equipment has dramatically increased the cost of doing business, and dental offices are facing a significant financial challenge navigating this environment. Further compounding the issue, costs of required PPE including N95 masks, surgical masks, face shields, and gowns has increased due to supply shortages, with prices variable across the nation.

This fee represents a cost-sharing strategy, where the costs mentioned above, which are mainly shouldered by our practice, are shared to a lesser degree with you as a patient. We recognize this $15 fee may or may not be covered by your insurance. Your continued safety and the safety of our team is our top priority.

Sincerely,

<Practice Name>