

# Special Needs Program

## Frequently asked questions

### Overview

The Special Needs Program is a voluntary program that helps eligible members and their dependents get dental care with additional support and accommodation tailored to their specific needs.

### Frequently asked questions

#### Who is in the Special Needs Program?

The program is only available to University of Phoenix members. Additional groups will be added to the program in the future.

#### How do we determine if a member has special needs?

A member with special needs may need additional help or special services due to a physical, emotional, behavioral or learning disability, or impairment to access the full scope of their covered benefits. Members who qualify in this program can contact us or coordinate with you to determine their options. UnitedHealthcare Dental Special Needs Advisory Committee has guidelines to make the determination.

#### How do I notify UnitedHealthcare about a member with special needs?

If you think a member qualifies as special needs member, call Provider Services at 800-822-5353. They will confirm whether the member's group is in the program and assist you with next steps for coordination of care.

#### What does the member receive through this program?

Qualifying members will receive help:

- Finding a dentist who specializes in caring for members with special needs
- Ensuring they maximize their available dental plan benefits

#### Will I be notified if my patient is identified as a special needs member?

UnitedHealthcare will only notify you if you are expected to deliver patient care to a special needs member.

#### What services are covered?

The program supports accommodations for members who have a physical, emotional, behavioral or learning disability, or impairment within the boundaries of their enrolled dental benefits.

## **How should claims be submitted for members with special needs?**

The claim must include code D9997 along with any other procedure codes to help activate the program. If special accommodations were provided and D9997 was not submitted, it may delay the processing of the claim.

## **What if a member does not fit the definition of special needs?**

Members can file an appeal if they are denied accommodation for special needs.