



# 2024 Provider Manual updates

## UnitedHealthcare KanCare Provider Manual

This document provides a summary of key updates made to the provider manual throughout the year. Please refer to the UnitedHealthcare KanCare Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at [UHCdental.com/medicaid](https://UHCdental.com/medicaid).

### September 1, 2024 Updates summary

#### Section 1 Introduction

- Updated notification language to “it will be uploaded on the portal at [UHCdental.com/medicaid](https://UHCdental.com/medicaid) under States specific alerts and resources.”
- Updated UHC On Air to Provider Online Academy

#### Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to [UHCdental.com/medicaid](https://UHCdental.com/medicaid)

#### Section 2.7 Corrected claim process

- Deleted Section 2.7 Corrected claim process

#### Section 4.6.b Dental billing procedures

- Updated required ADA Claim Form to 2019 version or later
- Updated provider portal to submit online claims to [UHCdental.com/medicaid](https://UHCdental.com/medicaid)

#### Section 5.5 Utilization review

- Deleted “Clinical Affairs Committee”

#### Section 6.3 Site visit

- Updated “Clinical Affairs Committee” to “Peer Review Committee”

#### Section 6.4 Preventive health guideline

- Deleted “Healthy People 2020 and”

## Section 9.7 Overpayment

- Added overpayments address P.O. Box 481 Milwaukee, WI 53201

## Section 9.9 Corrected claim submission guidelines

- Added Section 9.9 Corrected claim submission guidelines

## Appendix A Resources and services – how we help you

- Updated Corrected Claims address to P.O. Box 481 Milwaukee, WI 53201



**Dental Benefit  
Providers**