



Provider Manual updates

UnitedHealthcare Community Plan of Kentucky Provider Manual

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

The complete provider manual is available at UHCdental.com/medicaid.

December 16, 2025 Updates summary

Section 3.12 Change of address, phone number, email address, fax and tax identification number

- Updated mail queue to 400-Provider Services

Section 6.2 Credentialing

- Updated Credentialing language

Section 6.5 Addressing the opioid epidemic

- Updated hyperlink to CDC guidelines for opioid prevention overdose

Section 6.6 COVID-19 information and resources

- Deleted Section 6.6 COVID-19 information and resources

Section 8.4 Cultural competency

- Updated hyperlink to cultural competency resources

Section 9.2.a Dental claim form required information

- Updated hyperlink to ADA store

Section 9.2.c Timely submission (Timely filing)

- Updated claims timely filing limit to within 365 calendar days
- Updated secondary claims timely filing limit to within 365 calendar days of original date of service

Section 9.5 Overpayment

- Deleted “e.g., ACC, DD, ALTCS, EPD)” from member identification bullet

Appendix A: Resources and services – how we help

- Updated secondary claims timely filing limit to within 365 calendar days of original date of service

Appendix B.2 Benefit grid

- Added codes D3120, D4346, D5730, D5741, D6091, D6092, D6110, D6111, D6191, D6192, D6199, D9994
- Updated Age limit for codes D1206, D3120
- Updated Frequency limit for codes D2140, D2150, D2160, D2161, D2330, D2331, D2332, D2335, D2920, D2928, D2931, D2932, D2940, D2950, D2954, D4322, D4323, D5110-D5226, D6211-D6752, D7473, D8670, D9944, D9945, D9946
- Updated Other limits for codes D1206, D1351, D1352, D1353, D1354,
- Updated Pre/Post Auth for codes D1206, D3410, D3421, D3425, D6058, D8670

Appendix C.2 Appliance therapy

- Updated ADA form requirement to 2019 or newer

Appendix C.3 Interceptive orthodontic treatment

- Updated ADA form requirement to 2019 or newer
- Deleted Orthodontic Treatment Approval Request Form for UnitedHealthcare Community Plan of Kentucky requirement
- Deleted codes D8010, D8040

Appendix C.4 Comprehensive orthodontic treatment

- Updated ADA form requirement to 2019 or newer
- Deleted *Orthodontic Treatment Approval Request Form* from Documentation required for authorization
- Updated Treatment plan length and reimbursement schedule

Appendix C.5 Process to request a new comprehensive orthodontic treatment plan

- Updated language

Appendix C.6 Orthodontic Continuation of Care (COC)

- Updated section title
- Updated language
- Deleted “with requested number of D8670 services” from Documentation required for prior auth

Appendix D.3 Clinical criteria and documentation requirements for services requiring authorization

- Added codes D2940, D3120, D4346, D5225, D5226, D6091, D6092, D6110, D6111, D6191, D6192, D7961, D7962, D8680
- Updated Documentation and Criteria for approval for code D4355
- Deleted codes D7251 (with description Coronectomy - Intentional Partial Tooth Removal), D8010, D8040

Appendix D.6 Peer-to-Peer Review

- Added Peer-to-Peer Review language



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