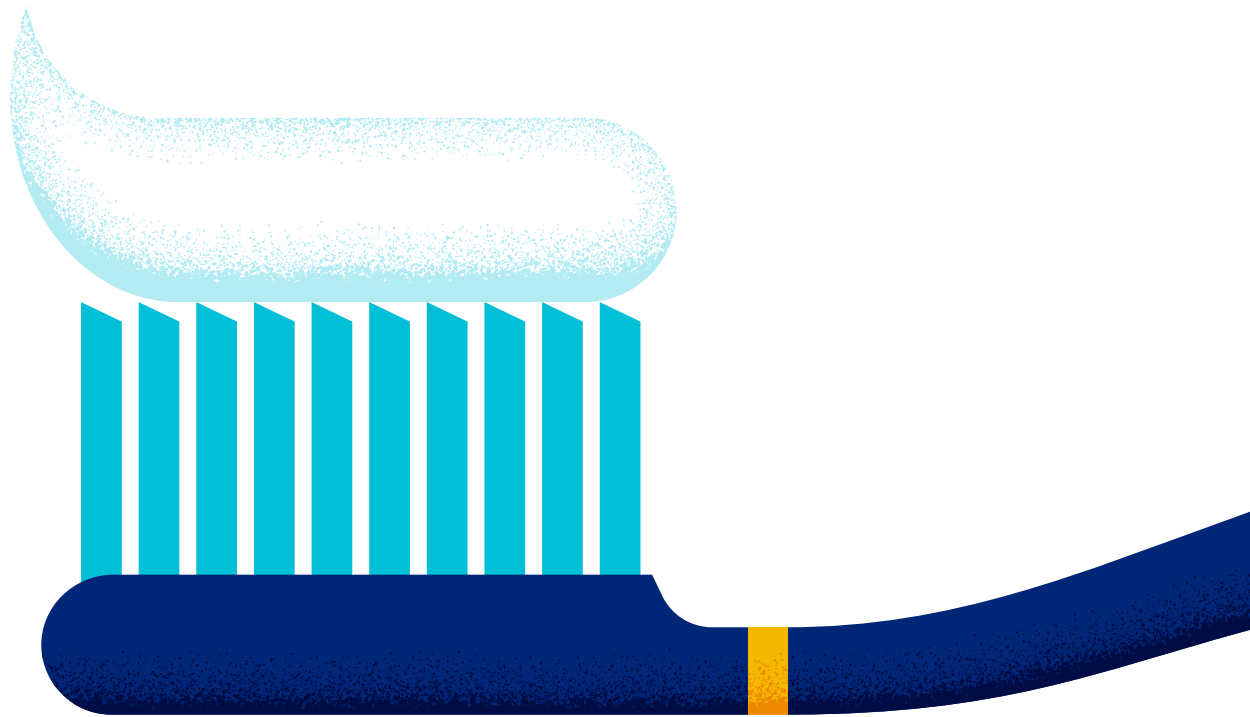




# UHCdental.com user guide





## Quick access

- 1 Introduction to dental portal
- 2 Using portal
- 3 Key features
- 4 Additional features
- 5 Quick links

We know your time is valuable. That's why we've created **UHCdental.com** – our portal that provides robust digital resources when you need them, any day at any time. Your workday will go more smoothly, and you'll enhance the dental care experience for your patients with quick and easy access to the services and applications that UnitedHealthcare offers.

**UHCdental.com** is for participating and non-participating dentists and their staff serving members of these plans:

- Commercial
- Medicare & Retirement

You'll continue to use **UHCdental.com/medicaid** to serve members in these plans:

- Medicaid

Texas Medicaid providers can access state-specific resources at [uhc.com/dentaltx](https://uhc.com/dentaltx).

## Helpful hint

Members can access their dental plan information at [myuhc.com](https://myuhc.com)®.



## Why use this portal?

**UHCdental.com** delivers robust digital resources that supply detailed patient benefit and claims information in real time. Features include:

- A detailed snapshot that highlights the patient's plan information, benefits summary, frequency limits and more
- A treatment plan cost calculator that provides patients with accurate, real-time treatment pricing and out-of-pocket expenses
- Simplified claims processing with alerts notifying you when procedures have exceptions or require further information
- Online claims and pre-treatment estimate submissions with the required information pre-populated to increase your claims adjudication rate

The portal helps streamline the insurance process, aids in regulations compliance and keeps your practice information up to date. Here's more of what you can do:

- Register and manage electronic payments and statements
- Enroll in Electronic Data Interchange
- View contracted rates by code, using the treatment plan calculator, which uses your fee schedule\*
- Find dental specialists for patients' next level of care
- Access specialty referral forms, clinical and credentialing guidelines, provider manuals and more
- Become a participating UnitedHealthcare provider
- Update, validate and attest to your demographic information, which is required every 90 days. This will help ensure your practice information is accurate and available to members in our online directory.\*

\*These features on **UHCdental.com** are available to network providers.

### Helpful hint

Update or validate your practice information on **UHCdental.com** for publication to **myuhc.com**. Click Provider Self Service in the **Quick Links** section.

### Helpful hint

Explore the **Provider Online Academy**, our library of interactive courses, videos, state-specific trainings and tutorials that helps you navigate our provider portals, administer and learn about our dental plans and more.



## Supported browsers

**UHCdental.com** is supported by the most up-to-date versions of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari

### Helpful hint

Get information on **UHCdental.com** without waiting for call center hours to find answers. Still need to speak to the call center? Avoid potential wait times by calling Wednesday–Friday before 10 a.m. or after 2 p.m. CT.



## Using the portal for the first time

Follow these instructions to get started:

- Go to **UHCdental.com** and select Register
- You'll be redirected to **One Healthcare ID**
- Enter your profile information
- Enter your email address
- Use the instructions to create your **One Healthcare ID**
- Create a password
- Review the Terms of Use and Website Privacy Policy
- Click I Agree to complete your registration
- You'll be redirected to **UHCdental.com**
- Enter your email address, tax ID number, license number and dentist information

After registering in **One Healthcare ID**, you will use that ID to securely access **UHCdental.com** and other associated applications.

NOTE: Each user must create their own personal log-in.



## Log-in security

Your registration and log-in information are protected by **One Healthcare ID**, a product of UnitedHealth Group. Do not share your log-in information with anyone. You will be required to change your password on a regular basis.



## Key features

Discover tools on **UHCdental.com** that support your patients and your practice. Search for an individual or family by name, date of birth or subscriber ID.

**Helpful hint** | Use **UHCdental.com/medicaid** for Medicaid members.

### Eligibility search

United Healthcare Dental Benefit Providers

Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

Eligibility Search Claim Search By Tax ID Claim Search By Member DHMO Member Roster (Applicable)

**Search By:** ☒ Subscriber ID ☐ Name

\*Service Date:  \*Member Date of Birth:

\*Subscriber ID:

\*Search For: ☒ Individual ☐ Family

\* Indicates a required field. **CLEAR** **SEARCH**

**Eligibility Search Information**

There are two ways to which you can search for a member. We encourage using Subscriber ID as the primary way to search. However, we also allow you the ability to search by the member's name and date of birth. If more than one record is found, you will be asked to enter in additional information.

**Message Board**

**Important Change Healthcare Information**

**IMPORTANT MESSAGE TO HEALTHPLEX PROVIDERS:**

Healthplex continues to serve as the administrator for Commercial and Government dental plans.

Effective Jan. 1, 2024, Healthplex has changed the systems used to administer dental plans. Please review the Client reference guide for the updated information about the provider portal, provider services phone number, and claims addresses.

Use UHCdental.com to verify eligibility, plan coverage, online claim/pre-treatment/pre-authorization submission, and more. Please review the [UHCdental.com user guide and training course](#).

Enter a member's name or subscriber ID to see a list of the patient's eligibility, benefits, utilization history and paid claims, and request pre-treatment estimates.

### Claim search by tax ID

United Healthcare Dental Benefit Providers

Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

Claim Search By Tax ID

\*From Date:  \*To Date:

☐ Show Pre Treatment Estimate

\* Indicates a required field. **CLEAR** **SEARCH**

**Claim Search by Tax ID**

The information being searched will be for the Tax ID you supplied when registering for the site. If this Tax ID is no longer valid, please contact our customer service team so that we can better assist you.

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### Claim search by member

United Healthcare Dental Benefit Providers

Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

Eligibility Search Claim Search By Tax ID Claim Search By Member DHMO Member Roster (Applicable)

**Search By:** ☒ Subscriber ID ☐ Name

\*From Date:  \*To Date:

\*Date of Birth:

\*Subscriber ID:

☐ Show Pre Treatment Estimate

\* Indicates a required field. **CLEAR** **SEARCH**

**Claim Search by Member Information**

There are two ways to which you can search for a member. We encourage using Subscriber ID as the primary way to search. However, we also allow you the ability to search by the member's name and date of birth. If more than one record is found, you will be asked to enter in additional information.

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Use UHCdental.com to verify eligibility, plan coverage, online claim/pre-treatment/pre-authorization submission, and more. Please review the [UHCdental.com user guide and training course](#).

Search by tax ID to see all claims paid to date. You can also show pre-treatment estimates associated with each claim as part of your search.



**Dental Benefit Providers**



## Key features (cont.)

### DHMO member roster

DHMO provider groups with assigned members can access PDFs of up-to-date member rosters.

United Healthcare Dental Benefit Providers

Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

Eligibility Search Claim Search By Tax ID Claim Search By Member DHMO Member Roster (If Applicable)

**Roster Info**  
Applicable to DHMO provider groups with assigned members

Published Date	View
Mon Jul 01 2024	<a href="#">View</a>
Mon Jul 01 2024	<a href="#">View</a>
Fri Jun 21 2024	<a href="#">View</a>
Tue Jun 04 2024	<a href="#">View</a>
Tue Jun 04 2024	<a href="#">View</a>

**Message Board**  
**Important Change Healthcare Information**  
**IMPORTANT MESSAGE TO HEALTHPLEX PROVIDERS:**  
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Use UHCdental.com to verify eligibility, plan coverage, online claim/pre-treatment/pre-authorization submission, and more. Please review the [UHCdental.com user guide](#) and [training course](#).



## Claim information

Submit claims and attachments at no cost. Use a completed treatment plan, or click Claim Information at the top of the page for easy submission. You must be logged in to [UHCdental.com](#) for your information to pre-populate.

United Healthcare Dental Benefit Providers

Dashboard Search FAQ Claim Information Resources

**Dental Claim**

1 Provider information  
2 Patient and subscriber information  
3 Claim information  
4 Upload documents

See a list of claims and treatment plans processed within the past 30 days in the Recent Treatment Plans and Recent Claims sections. The explanation of benefits (EOB) located in the View column provides details on each claim.

### Recent treatment plans

Date last edited	Treatment plan name	Member name	View plan
04/14/2021	Diagnostics		<a href="#">Details</a>
04/13/2021	Diagnostic		<a href="#">Details</a>
04/13/2021	PTE		<a href="#">Details</a>
04/13/2021	NA		<a href="#">Details</a>
04/13/2021	Bridges		<a href="#">Details</a>

[More >](#)



## Claim information (cont.)

### Recent claims

Subscriber ID	Amount claimed	Claim status	View
XXXXXX	\$218.00	Processed	<a href="#">EOB/Details</a>
XXXXXX	\$1,145.45	In process	
XXXXXX	\$248	Processed	<a href="#">EOB/Details</a>
XXXXXX	\$1,648.00	Processed	<a href="#">EOB/Details</a>
XXXXXX	\$1,400.00	Processed	<a href="#">EOB/Details</a>

[More >](#)

In the Recent Claims section, expand your search for claims beyond 30 days by clicking More You can search for pre-treatment estimates by date, dentist name, office location or member.



## Treatment Plan Cost Calculator

Use the Treatment Plan Cost Calculator to provide accurate, real-time treatment pricing, benefit plan coverage and out-of-pocket expense information to your patients. Start by searching for a member's eligibility by subscriber ID or name, then select Treatment Plan Cost Calculator.

Welcome Stage parProvider | Log Out

United Healthcare Dental Benefit Providers

DashboardSearchSelf ServiceTreatment PlansClaim InformationResourcesFAQ

**Patient:** [REDACTED]  
DOB: [REDACTED]  
Relationship: SUBSCRIBER/INSURED  
Spoken Language: [REDACTED]  
Language Assistance: No

**Select Plan:** 2023-02-01 - D0000041  
**Provider Network Status:** In Network  
Subscriber ID: 862223725  
Product ID: D0000041  
Product Type: PPO  
Group ID: 101760  
Group Name: UNITEDHEALTH GROUP  
Product Line: UnitedHealthcare Dental Options  
Effective Date: 02/01/2023  
Plan Year Begins: 01/01  
Eligible: Y  
Essential Health Benefits: N  
Term Date: 12/31/2199  
Product Description: UHC ASO Custom P&D MLB Plan P0137

**Provider Location:** [REDACTED]  
**Assignment Status:**  
Assigned Dentist : Not Required

Utilization SearchFee ScheduleTreatment Plan Cost CalculatorSubmit Claim/PTE



## Treatment Plan Cost Calculator (cont.)

Name the treatment plan, select the dentist providing services and begin entering procedure codes and unit numbers.

Once the procedure codes have been entered, select Create.

**Member**  

1234-5678-9010

<Member Benefits

**Member Information**  
Relationship:  
Subscriber/Insured  
Plan Description:  
UHC ASO Custom P&D MLB Plan P0137  
Product ID:  
D0000041

\* Required Field  
Date of Service  
07/19/2024  
\* Treatment Plan Name (20 characters maximum)  
  
\* Select a Dentist  

View All Procedure Codes

\* Procedure Code    \* Unit Number  

Add Another Code

Clear

Create

The created treatment plan will display the patient's total out-of-pocket costs, allowed amounts, utilization rules, exception codes, the need for clinical review and more.

You can print and share this with your patients. To email a treatment plan to your patients, click Print and save the document as a PDF, then send it directly from your office email.

You can also edit your treatment plan and create a claim or pre-treatment estimate without re-entering the patient or procedure code information.

**Member Information**  
Name: 1234-5678-9010 Relationship: Subscriber/Insured Plan Description: UHC ASO Custom P&D MLB Plan P0137 Product ID: D0000041  
JOHN DOE PLAN DESCRIPTION ID#

**Provider**  
Name: 1234-5678-9010  
PROVIDER NAME

**Crown #7**  
Date Created 07/19/2024 

Edit | Print | Delete

Exception Code	Procedure Code	Alternate Benefit Applied	Description	Frequency Limitations	Unit	Tooth #	Age Limit	Amount Allowed	Insurance to Pay Amount	Co-Insurance Percentage	Utilization Rule	Documentation Required
-	D2750		crown - porcelain fused to high noble metal	1 procedure/s allowed every 60 Floating Month/s for procedure/s D2750	1	7	0-999	\$913.00	\$444.00	50%	CRN	yes <span>1</span>

\* Procedure requires DDS review.

CREATE CLAIM

CREATE PRE-TREATMENT ESTIMATE

**Totals**  
Allowed Amount: \$913.00 Insurance Amount: \$444.00 Deductible Amount Applied: \$25.00 Total out-of-pocket: \$469.00

**Please Note:**  
1. Treatment plans will be deleted after 30 days of inactivity.  
2. Prices displayed are estimates calculated based on members eligibility and planned benefit as of today's date. These are subject to change.

United Healthcare

Dental Benefit Providers®

PCA-1-24-02704-DHV-QRG\_09062024





# Fee schedule

## PPO fee schedule

After searching for a member's eligibility, you can see your fee schedule on the Eligibility Summary page. Select Fee Schedule to find your PPO fee schedule.\*

The Provider Network Status displays easy-to-read information on a member's plan and status. If more than one plan is available, the most recent plan will appear first.

The deductible information in the Dental Account Summary section shows a member's out-of-pocket maximum and the amount they've paid toward it so far.

The screenshot shows the United Healthcare Dental Benefit Providers dashboard. The top navigation bar includes links for Dashboard, Search, Self Service, Treatment Plans, Claim Information, Resources, and FAQ. The main content area is divided into three sections: Patient Information, Plan Selection, and Provider Location. The Patient Information section displays details for Ewald Pollich, including DOB, Relationship, Spoken Language, and Language Assistance. The Plan Selection section shows a dropdown for Plan Select, a dropdown for Provider Network Status (In Network), and a list of plan details including Subscriber ID, Product ID, Product Type, Group ID, Group Name, Product Line, Effective Date, Plan Year Begins, Eligible, Essential Health Benefits, Term Date, and Product Description. The Provider Location section displays fields for Address 1, City, State, ZIP, and Assignment Status (Assigned Dentist: Not Required). Below these sections are four buttons: Utilization Search, Fee Schedule (highlighted with a red box), Treatment Plan Cost Calculator, and Submit Claim/PTE. At the bottom, the Dental Account Summary section shows Annual Maximum Benefits - Dental (\$523.00 Used to Date, \$1,477.00 Remaining) and Deductible (\$0.00 of \$0.00 Spent) (highlighted with a red box).

To see your fee schedule specific to each provider, select a date of service, then the provider's name.

\*This feature is available only to network providers.

The screenshot shows the United Healthcare Dental Benefit Providers Fee Schedule page. The top navigation bar includes links for Dashboard, Search, Self Service, Treatment Plans, Claim Information, Resources, and FAQ. The main content area is titled "Fee Schedule" and includes a sidebar with links for Select Member, Additional Links, Start a New Search, Utilization History, Provider Search, FAQ, and Contact Us. The main content area is divided into three sections: Member Information, Select Dentist & Fee Schedule, and View Fee Schedule. The Member Information section displays details for Ewald Pollich, including Name, Relationship, Plan Description, and Product ID. The Select Dentist & Fee Schedule section includes a dropdown for Date of Service (07/30/2024) and a dropdown for Select Dentist. A table of providers is displayed with columns for Select, Last Name, First Name, and Primary Address. The View Fee Schedule button is highlighted with a red box.



## Fee schedule (cont.)

### DHMO/DC copay schedule

After searching for a member's eligibility, you can see the DHMO or DC copay schedule under Benefit Details, if applicable.

United Healthcare Dental Benefit Providers		Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ			
<b>Patient:</b> ROSANA ARREDIA 1530 CORTON BLVD VALLEY VILLAGE, CA 91387 DOB: 08/01/1975 Spoken Language: English Relationship: Spouse/Partner (Insured) Language Assistance: No		<b>Provider Network Status:</b> In Network Subscriber ID: 000000000 Effective Date: 01/01/2022 Product ID: 000000000 Plan Year Begins: 01/01/2022 Product Type: DHMO Eligible: Yes Group ID: 000000000 Essential Health Benefits: Yes Group Name: DHMO Term Date: 12/31/2025 Product Line: UnitedHealthcare CA DHMO Dental Options Product Description: DHMO Standard CA DHMO Plan \$0.75m - Plan ID: 000		ADDRESS 1 CITY, STATE ZIP WHITE OAK AVE STE Granada Hills, CA 91344  <b>Assignment Status:</b> Assigned Dentist : This member is not assigned to your office as their Primary Care Provider (PCP). Please advise the member to login to the web site or contact the customer service number on their ID card to change their PCP assignment.	
Utilization Search					
Benefit Details					
Benefit Breakdown		DHMO Copay Schedule			
<a href="#">Link to copay schedule</a>					
<b>Disclaimer:</b> The CA DHMO copay schedule is the UnitedHealthcare, Health Net or Blue Shield of CA members' DHMO plan that includes cap rates, member responsibility, breakdown of covered dental services, exclusions and limitations of benefits.					

## Additional features

To view the benefits of multiple family members at once, select Family in the Eligibility Search tab. On the Essential Health Benefit field, you can see if the member's plan is covered under the Affordable Care Act.

United Healthcare Dental Benefit Providers		Dashboard	Search	Self Service	Treatment Plans	Claim Information	Resources	FAQ
<b>Patient:</b> CAROL POLLOCK		<b>Select Plan:</b> 2024-04-01 - D0034491			<b>Provider Location:</b>			
DR ADDRESS: UNIVERSITY OF TEXAS AT AUSTIN 1000 UNIVERSITY BLVD AUSTIN, TX 78712	DR NAME: JENNIFER L. POLLOCK DR TYPE: General Dentist	<b>Provider Network Status:</b> In Network						
		<b>Product Type:</b> PPO <b>Group ID:</b> 1612906 <b>Group Name:</b> UFAO <b>Product Line:</b> UnitedHealthcare Dental Options	<b>Eligible:</b> Y <b>Essential Health Benefits:</b> N <b>Term Date:</b> 12/31/2199		<b>Assignment Status:</b> Assigned Dentist : Not Required			
<a href="#">Utilization Search</a>		<a href="#">Fee Schedule</a>		<a href="#">Treatment Plan Cost Calculator</a>		<a href="#">Submit Claim/PTE</a>		
<b>Dental Account Summary</b>					<b>IN NETWORK</b>			
<b>Annual Maximum Benefits - Dental</b> \$523.00 Used to Date    \$1,477.00 Remaining					<b>Deductible</b> \$0.00 of \$0.00 Spent			

Get a breakdown of a member's coverage on the Benefit Details page. You can view Benefit Breakdown information, Coverage and Deductibles details, Recent Claims and Recent Treatment plans. You can also see a summary of the incentives earned through the Roll-Over Benefits plan for qualifying members. Incentive-based plans encourage patients to maintain good oral health.


Benefit Details

Benefit Breakdown

Coverage and Deductible

Recent Claims

Recent Treatment Plans



ADA Code	ADA Description	Procedure Category	Service Dates				Service Date Procedure Code Frequency* (i-ii-iii)	Age Limit	Alternate Benefit	Related Codes
D0120	periodic oral evaluation	01				-	2 - P - 1Y	0 - 999	NA	D0120, D0145, D0150, D0180, D0601, D0602
D0140	limited oral evaluation - problem focused	01	-	-	-	-	999 - - 0M	0 - 999	NA	D9995, D9996
D0150	comprehensive oral evaluation - new or established patient	01				-	2 - P - 1Y	0 - 999	NA	D0120, D0145, D0150, D0180, D0601, D0602
D0180	comprehensive periodontal evaluation - new or established patient	01	-	-	-	-	2 - P - 1Y	0 - 999	NA	D0120, D0145, D0150, D0180, D0601, D0602
D0210	intraoral - complete series of radiographic images	01	-	-	-	-	1 - F - 36M	0 - 999	NA	D0210, D0277, D0330, D0701, D0702, D0709
D0220	intraoral - periapical first radiographic image	01	-	-	-	-	999 - - 0M	0 - 999	NA	D0707
D0230	intraoral - periapical each additional radiographic image	01	-	-	-	-	999 - - 0M	999	NA	NA
D0250	extraoral - 2D projection radiographic image created using a stationary radiation source and detector	01	-	-	-	-	1 - P - 1Y	0 - 999	NA	D0250, D0251, D0705
D0260	extraoral - each additional radiographic image	98	-	-	-	-	Invalid Procedure	0 - 999	NA	D0260
D0270	bitewing - single radiographic image	01	-	-	-	-	4 - P - 1Y	0 - 999	NA	D0270, D0272, D0273, D0274, D0708
D0272	bitewings - two radiographic images	01	-	-	-	-	2 - P - 1Y	0 - 999	NA	D0270, D0272, D0273, D0274, D0708
D0273	bitewings - three radiographic images	01	-	-	-	-	2 - P - 1Y	0 - 999	NA	D0270, D0272, D0273, D0274, D0708
D0274	bitewings - four radiographic images	01			-	-	2 - P - 1Y	0 - 999	NA	D0270, D0272, D0273, D0274, D0708
D0277	vertical bitewings - 7 to 8 radiographic images	01	-	-	-	-	1 - F - 36M	0 - 999	NA	D0210, D0277, D0330, D0701, D0702, D0709
D0330	panoramic radiographic image	01	-	-	-	-	1 - F - 36M	0 - 999	NA	D0210, D0277, D0330, D0701, D0702, D0709

Use the Utilization Search button to identify when a member received a specific service. Utilization history goes back 5 years.

UnitedHealthcare Dental Benefit Providers

Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

**Plan Details:** Plan ID: 2024-04-01 - D0034491  
Effective Date: 04/01/2024  
Plan Year Begins: 01/01  
Eligible: Y  
Product Type: PPO  
Group ID: 1612906  
Group Name: UHCA  
Product Line: UnitedHealthcare Dental Options

**Provider Network Status:** In Network

**Provider Location:** [Redacted]

**Assignment Status:** Assigned Dentist : Not Required

**Buttons:** Utilization Search, Fee Schedule, Treatment Plan Cost Calculator, Submit Claim/PLE

**Dental Account Summary:** IN NETWORK  
Annual Maximum Benefits - Dental: \$553.00 Used to Date, \$1,477.00 Remaining  
Deductible: \$0.00 of \$0.00 Spent

Stay informed with important UnitedHealthcare news and updates posted on the Message Board.

UnitedHealthcare Dental Benefit Providers

Dashboard Search Self Service Treatment Plans Claim Information Resources FAQ

**Message Board**

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Use UHCdental.com to verify eligibility, plan coverage, online claim/pre-treatment/pre-authorization submission, and more. Please review the [UHCdental.com user guide](#) and [training course](#).

Access frequently used tools and resources, including the provider self-service portal, forms, manuals, guidelines and more in the Quick Links section at the bottom of the homepage. Be sure to leverage the **Provider Self Service** tool to update any office and provider information. This is also where you validate and attest to your demographic information every 90 days, per requirement.

**Quick Links**

- [Provider Online Academy](#)
- [Provider Self Service](#)
- [Manuals/Other Supporting Documents](#)
- [National Standardized Claim Utilization Review Criteria](#)
- [Manage One Healthcare ID](#)
- [Quick Reference Card](#)
- [Demographic Change Form](#)