



UnitedHealthcare Dental

Frequently Asked Questions

Q: Will I be receiving a UnitedHealthcare dental ID card?

A: If you are a new member, expect to receive your dental ID card within 10 days of when your employer enrolls your group. If this is not your first year as a UnitedHealthcare dental member, you may not get a new dental ID card. Simply continue to use the one you have.

Bring your dental ID card with you each time you see the dentist.

If you need more copies of your ID card, call Customer Care or order them on your member website, www.myuhcdental.com.

Q: How should I schedule an appointment?

A: Simply call your dentist for an appointment. Let the dental office know you have a UnitedHealthcare dental plan, and show your dental ID card at the time of your appointment.

Q: Where can I call with questions about my UnitedHealthcare dental benefits?

A: Once you are enrolled, if you have questions regarding coverage, claims, or locating a dentist in your area, please contact Customer Care at the number on your dental ID card.

Through the same toll-free number, you or your provider may also choose to use the automated voice system. This provides access to dental information 24 hours a day, 7 days a week. Among many options, this system allows you to check the status of a claim.

Q: Is there any advantage to seeing a UnitedHealthcare dental network provider?

A: Yes, when selecting a UnitedHealthcare dental provider you can enjoy the discounts and savings associated with seeing a network provider. Your out-of-pocket costs are almost always higher when you see a dentist who is not part of the network.

Q: Will UnitedHealthcare issue payments directly to non-network providers?

A: Yes, UnitedHealthcare will issue payments to both network and non-network providers. While we cannot require a non-network provider to accept payments directly from us, most providers will as a courtesy to their patients.

Q: How can I find a dentist in my network?



Your dental ID card will only list the name of the person who signed up for the dental plan (the subscriber). This may be different than your medical ID card. All enrolled dependents use this dental ID card even though their names are not listed on the card.

A: You may either use our Find a Dentist search tool on your member website, myuhcdental.com, or call Customer Care at the number on your ID card. If you choose to search online, please register and login. That way, you'll only see those dentists who are part of your network. If you choose not to login, you will need to know the name of your network. Your network is listed on your plan document. Customer Care can also provide the name to you.

Q: Can I request that someone contact my dentist to see if he or she would like to join the network?

A: Yes, either call Customer Care or complete the provider nomination form found on your member website, myuhcdental.com.

Q: What happens if I have already started dental work when I was covered by another dental insurance company?

A: It is industry standard that, if a procedure has been initiated but not yet completed at the termination date of a dental contract, the related procedure will be paid under the prior carrier's plan. For example, if the prep work for a crown was done on December 29, but the crown has not been seated and the member switched to UnitedHealthcare on January 1, all charges related to the crown would be paid by the previous dental insurance carrier. If the date of service billed on the claim is prior to the member's effective date with UnitedHealthcare, then the member and/or prior carrier is responsible for payment of the claim. All new services after January 1 would be submitted and processed by UnitedHealthcare.

Orthodontic – Transition of Coverage

When a member transitions coverage to UnitedHealthcare, we will pay for orthodontic cases in progress on a prorated basis as of the effective date with UnitedHealthcare. The number of months remaining in treatment and the benefit level are taken into consideration when determining payment.

If you need to submit your own claim

Most often, your dentist will submit a claim for you, but if you need to do so, please send it to: UnitedHealthcare, Attn: Claims Unit, P.O. Box 30567, Salt Lake City, UT 84130-0567. This address is on your ID card.

Visit myuhcdental.com:

- View personal eligibility and claim history
- Use treatment cost estimator tool
- Search for network providers
- Request an ID card
- Learn how to take care of your teeth and gums.

Have questions?

We're here to help! Call Customer Care at the number on the back of your ID card if you have any questions, and thank you for being a UnitedHealthcare dental member!



UnitedHealthcare Dental® coverage underwritten by UnitedHealthcare Insurance Company, located in Hartford, Connecticut, or its affiliates. Administrative services provided by Dental Benefit Providers, Inc., Dental Benefit Administrative Services (CA only), United HealthCare Services, Inc. or their affiliates. Plans sold in Texas use policy form number DPOL.06.TX and associated COC form number DCOC.CER.06. Plans sold in Texas use contract form number DHMO.CNT.11.TX and associated EOC form number DHMO.EOC.11.TX. Benefits for the UnitedHealthcare Dental® DHMO plans are provided by or through the following UnitedHealth Group companies: Dental Benefit Providers, Inc., its subsidiaries or affiliates, including Nevada Pacific Dental, National Pacific Dental, Inc. and Dental Benefit Providers of Illinois, Inc. The New York Select Managed Care Plan is underwritten by UnitedHealthcare Insurance Company of New York located in Islandia, New York. Administrative services provided by Dental Benefit Providers, Inc. The Select DHMO plan is underwritten by Dominion Dental Services, Inc. Dominion is licensed as a Limited Health Care Services HMO in Virginia and Pennsylvania, and a Dental Plan Organization in Maryland and Delaware. UnitedHealthcare Insurance Company; National Pacific Dental in TX; Nevada Pacific Dental in NV, Dental Benefit Providers of Illinois in IL, IN (MD & FL); Dental Benefit Providers of California, Inc. in CA; UnitedHealthcare Insurance Company of New York; DHMO – Dominion Dental Services, Inc.