



# Dental Word of Mouth

First quarter 2022



## Front and center



### Welcome our new Employer plans!

#### Central

GoHealth LLC	IL
City of Hammond	IN
Harlandale Independent School District	TX
Mexico Foods LLC dba El Rancho	TX
Pappas Restaurants, Inc.	TX

#### Northeast

Sophos, Inc.	MA
US Fertility	MD
Dime Community Bank	NY
Suffolk County Detectives Association	NY
Yeled V' Yalda ECC, Inc.	NY

#### Southeast

Quirch Foods	FL
D4C Dental Brands, Inc.	GA
Hooters of America	GA
North Mississippi Health Services	MS
Memphis Police Association	TN

#### West

LA Apparel	CA
ACT for Health dba Professional Case Management	CO
Everside Health	CO
Ingenovis Health Inc.	CO
Brundage Bone Concrete Pumping	WA

\*This list does not represent all Q1 2022 employer groups but features the top 5 by membership size in each region.



### In this issue

Doing business together .....	3
Product updates .....	5
Dental fun facts .....	9

# UnitedHealthcare Dental Plans rank highest in customer satisfaction in J.D. Power study

UnitedHealthcare Dental plans ranked highest in customer satisfaction among the nation's dental carriers, according to recent reports from J.D. Power. UnitedHealthcare's cumulative score of 806 for dental was the highest among plans analyzed, finishing No. 1 in 4 of the 5 key categories measured (coverage, cost, communications, and customer service). The J.D. Power 2021 U.S. Dental Plan Satisfaction Study was based on responses from over 1,203 dental plan enrollees. The study was fielded between September through October 2021.

UnitedHealthcare dental plan members benefited from various investments in data, technology, and innovation, including online and mobile resources that help people more effectively evaluate and access oral services. Recent enhancements include virtual dental care resources to help people receive oral care services 24/7.



This is a shared achievement with partners like you. We recognize your role in providing top care and service to our members and appreciate your ongoing support. Together, we can deliver oral care excellence to patients in your local communities.

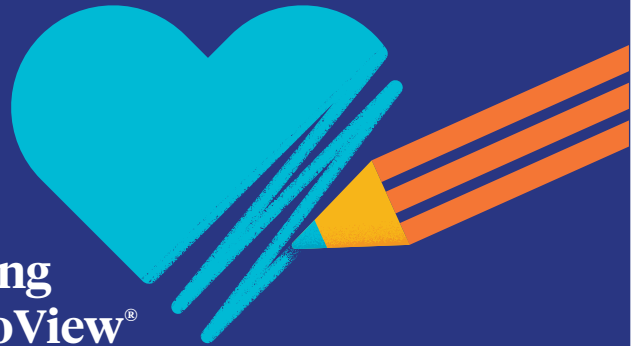
For J.D. Power 2021 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).





**Dental Benefit  
Providers**

## Simplify the credentialing process with ADA<sup>®</sup> credentialing service, powered by CAQH ProView<sup>®</sup>



### American Dental Association (ADA) and CAQH ProView team up to simplify the credentialing process for dentists.

The ADA credentialing service, powered by CAQH ProView, is making it easier to submit and maintain your professional information in one central place for credentialing and other business needs. Your information will be accessible to you and the participating organizations you choose. And it's FREE to dentists.

- All U.S. practicing dentists, ADA members and non-members, visit [ADA.org/godigital](https://ada.org/godigital) to log in.
- Once there, update your ADA account, or go directly to the credentialing login page.
- Complete your CAQH ProView professional profile, submit your supporting documents electronically and attest to their accuracy.
- Authorize UnitedHealthcare/Dental Benefit Providers to access your information.
- Come back to one place to stay current by updating any information in your profile that has changed or expired, and then attest.

#### Go digital!

Spend less time with paper and more time with your patients.

Visit [ADA.org/godigital](https://ada.org/godigital).

### Less paperwork. One solution. Countless hours saved.

#### Ready to get started?

- Log in at [ADA.org/godigital](https://ada.org/godigital).
- Your ADA account information will be used to log into your ADA account and from there you will be able to access CAQH ProView to complete your credentialing profile.

Need help getting started? Contact the ADA Member Service Center at **1-800-621-8099**, 8:30 a.m.–5 p.m. CT, Monday–Friday, or via email at [msc@ada.org](mailto:msc@ada.org).

#### Dentists already using CAQH ProView

Log in at [ADA.org/godigital](https://ada.org/godigital) and remember the following items:

- Authorize UnitedHealthcare/Dental Benefit Providers to access your profile.
- Ensure all your information is correct (e.g., ID #s, addresses, phone numbers and email address).
- Confirm your credentialing documents are current (e.g., malpractice insurance, CDS and/or DEA).

#### Need help with CAQH ProView?

Log in for chat support or call **1-888-599-1771**.

### Questions

Contact the CAQH ProView Help Desk at **1-888-599-1771**

7 a.m.–9 p.m. ET, Monday–Thursday | 7 a.m.–7 p.m. ET, Friday

Or contact UnitedHealthcare Provider Services at **1-800-822-5353**



PROVIEW<sup>®</sup>



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**Dental Benefit  
Providers**



# A holistic approach to oral care



We highlight dental professionals in our Word of Mouth newsletter to showcase the valuable work they do and the quality care they provide to patients in their community who are UnitedHealthcare members. We spoke to Dr. Nikita Pastagia in Shrewsbury, New Jersey. Here's her story.

Dentists like Drs. Nikita Pastagia and Ranu Sinha understand that oral care goes beyond focusing on a patient's mouth. While the connection can get overlooked, a person's overall well-being often affects their oral health.

"As doctors, we need to see a patient's underlying issue and understand their fear. We need to treat them holistically," says Dr. Pastagia, a partner at Shrewsbury Dental Group, in Shrewsbury, New Jersey.

Dental professionals address patients' emergency needs and discomfort, centering on pain, bleeding and decay. Dr. Pastagia and the staff at Shrewsbury Dental Group treat the patient more holistically. They recognize the importance of identifying the root cause, focusing on the patient's overall and long-term dental health.

"Patients come to the [dentist] office for the pain, and their expectation is to get that pain taken care of," Dr. Pastagia says. Traditional care can help remedy the immediate issue, but it seldom provides an end to the cause. "We have to resolve the main problem."

Instead of concentrating on just one tooth or a specific problem area, Dr. Pastagia discusses with patients their overall health in regard to their oral care and creates a treatment plan customized to help manage their individual needs. The result: Dramatic improvements in patients' health, smile and confidence.

The quality care Drs. Pastagia and Sinha provide to patients in their local community exemplifies the values and commitment of the UnitedHealthcare Dental provider network.



We'd like to hear your success story with patients in your community. Log in to [UHCdental.com](https://UHCdental.com) and select "Provider Self Service" under Quick Links. In the section titled "Patient Stories," select "Share Story" and answer the required fields. We'll contact you to schedule a phone interview for more details.

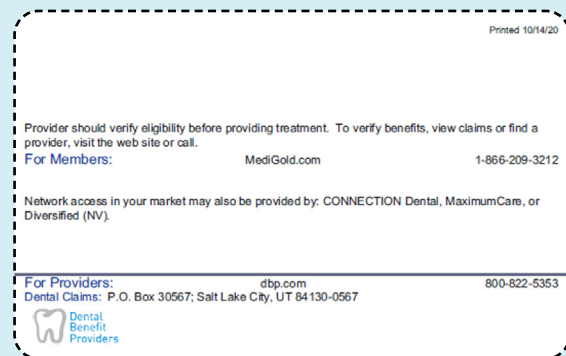
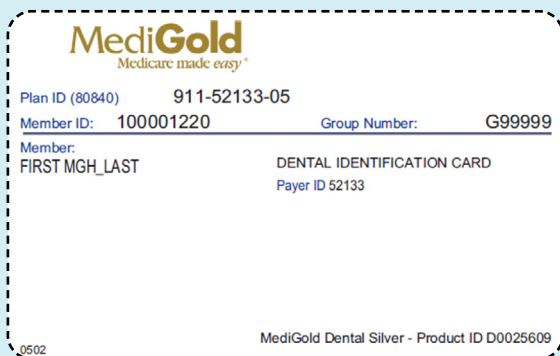
# MediGold now offers Medicare Advantage dental products in New York

Dental Benefit Providers, Inc., a UnitedHealthcare company, partners with MediGold to serve its 45,000 Medicare Advantage members. We're excited to announce MediGold is now offering various Medicare Advantage dental plans in New York.

As part of your provider agreement with Dental Benefit Providers, you are listed as participating with these plans. Services are reimbursed based on your Medicare contracted fees. Services not covered under the plan are paid by the member at your usual and customary fees. The following table summarizes the plans MediGold offers its members in Idaho, Iowa, New York and Ohio.

MediGold plans			
Plan name	States	Annual max	Covered services
<b>MediGold Preventive and Basic Comprehensive Dental</b>	ID, IA, NY, OH	\$1,000	Select preventive, diagnostic, restorative and oral surgery
<b>MediGold Dental Silver</b>	ID, IA, NY, OH	\$1,000	Preventive, diagnostic, restorative, endodontic, periodontic and oral surgery
<b>MediGold PPO Dental Silver</b>	IA, OH	\$1,000	
<b>MediGold Dental Gold</b>	ID, IA, NY, OH	\$1,500	Preventive, diagnostic, restorative, endodontic, periodontic, oral surgery, dentures, crowns and bridges
<b>MediGold PPO Dental Gold</b>	IA, OH	\$1,500	

## Medigold member ID card



## We're here to help

If you have any questions, please reach out to Provider Services at **800-822-5353**. We appreciate your partnership in delivering high-quality dental care to our members.

# United Food & Commercial Workers & Employers Arizona Health & Welfare Trust expands to New Mexico

United Food & Commercial Workers & Employers Arizona Health & Welfare Trust (UFCW) began offering a preferred provider organization product to its New Mexico members on Jan. 1, 2022. This expansion gives you access to more than 1,400 new patients in the New Mexico area who may visit UnitedHealthcare Dental providers and receive member discounts. You'll be reimbursed for your services based on your UnitedHealthcare contracted fee schedule.

## Sample UFCW ID cards to help identify members

**UNITED FOOD & COMMERCIAL WORKERS & EMPLOYERS AZ HEALTH & WELFARE TRUST FUND**

Southwest Service Administrators, Inc.  
P.O. Box 42048, Phoenix, AZ 85080-2048  
Toll Free: (800) 474-3485  
Participant Fax Line: (602) 249-3795  
[www.ssatpa.com](http://www.ssatpa.com)

**Dental Identification Card**



This card is for information only and is not a guarantee of benefits or eligibility. You must comply with all the terms and conditions of the plan. Willful misuse of this card is considered fraud.

**Dental PPO Network – Dental Benefit Providers, Inc.:** call and submit dental claims to SW Service Administrators, Inc., P.O. Box 42048, Phoenix, AZ 85080-2048, Electronic Payor ID CX100.

Dental Benefit Providers, Inc. network access in your market may also be provided by: CONNECTION Dental, or MaximumCare.

**For other Medical Benefits and Plan Information, please reference your In-State PPO Network ID Card.**

**UnitedHealthcare** Shared Services

**Issuer (80840) 911-39026-02**

**Member ID: 709788001434 Group Number: 78-800143**

**Member:**  
DENNY SAMPLE 00  
**Dependents:**  
DIANA SAMPLE 01



**UnitedHealthcare**  
Choice Plus Network  
Self-funded Plan

Partnership Plan A – New Mexico  
Office Visit: \$25 / RX: \$7.25 / 7-dft Gen & Brand  
UnitedHealthcare Shared Services  
Provider Directory: <http://wellpoint.uhc.com/uhss>

This card must be presented each time services are requested. Printed: 12-02-2021

Medical: In Net	Out of Net
Ded: \$30,000/\$1,000	\$30,000/\$1,000
OOPM: \$3,000/\$12,700	\$30,000/\$30,000

Prior authorization is required prior to IP admission and some OP procedures. Emergency admissions must be notified within 48 hrs. of the emergency. Call (877) 804-2272

**For Members:** [www.ssatpa.com](http://www.ssatpa.com) **Vision:** 800-474-3485  
Dental: 800-332-0366 800-877-7195  
Mental Hlth/Subs Abuse: HMC 800-464-7101  
Pharmacist & Members: optumrx.com 800-880-1188

**For Providers:** <https://uhss.umn.com> 866-596-8447

Dental Benefit Providers, Inc. network access in your market may also be provided by: CONNECTION Dental, or MaximumCare.  
Medical Claims: EDI # 39026, UHSS, PO Box 30783, Salt Lake City, UT 84130-0783



UnitedHealthcare does not maintain or service eligibility or claims information for UFCW. If you have questions regarding UFCW claims, eligibility or benefit inquiries, please reach out to Southwest Service Administrators at 800-474-3485.



## UnitedHealthcare Dental is now on UHC On Air



### Innovation. Anytime, anywhere.

UHC On Air's innovative programming can be accessed on demand from any device.

Dental plan	Website	UHC On Air access
Commercial/Medicare Advantage	<a href="https://UHCdental.com">UHCdental.com</a>	Log in and click Provider Training via UHC On Air under Quick Links
UnitedHealthcare Dual Complete®/Medicaid	<a href="https://UHCdentalproviders.com">UHCdentalproviders.com</a>	Prior to logging in, click Provider Training under Provider Information
Texas Children's Medicaid and CHIP	<a href="https://uhc.com/dentaltx">uhc.com/dentaltx</a>	Select Provider Sign In; prior to logging in, click Provider Training under Provider Information

#### Easy, convenient access to valuable content and information about:

- ✓ Educational video resources
- ✓ Interactive training materials
- ✓ Portal navigation
- ✓ Claim submission
- ✓ Electronic capabilities
- ✓ Eligibility verification
- ✓ Clinical guidelines
- ✓ Market-specific programs



**Continually evolving with new content designed to support you and your practice.** Explore [UHC On Air](#) today.



**We're here to help**

If you have questions or need more information about UHC On Air, call us at **800-822-5353**.

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# UHC On Air Videos!

UHC On Air – your source for 24/7 on demand video broadcasts created specifically for UnitedHealthcare Dental providers. Get instant access to UHC On Air content, including these videos:



## **Dental Health Maintenance Organization (DHMO) TX and CA only**

The goal of this course is to help General Dentists participating with DHMO plans in TX and CA identify and understand the plans and co-payment schedules and where to locate them on the Portal.



## **Credentialing and Recredentialing with UHC Dental**

The goal of this course is to educate providers on how to submit a complete and correct application and how to respond to a recredentialing notice.



## **UHCDental.com User Guide**

UnitedHealthcare Dental / Dental Benefit Providers® has launched a series of digital enhancements to the UHCDental.com provider portal to improve the health care professional and patient experience. This interactive guide will show the robust digital resources available to you.





# Use the correct CDT codes for patients being treated for orthodontics

Frequently, the American Dental Association CDT code D8680 — orthodontic retention — is being used incorrectly in claims submitted for removing dental appliances, such as retainers, from non-orthodontic patients. Orthodontic treatments are coded differently than non-orthodontic treatments.

Use CDT code D8680 — orthodontic retention — only when submitting claims for patients undergoing orthodontic treatment. This claim covers appliance or bracket removal and constructing and replacing retainers.

When submitting claims for services on patients with no history of orthodontic treatment, select one of the following codes that apply:

- D8210 – removable appliance therapy
- D8220 – fixed appliance therapy

## Upcoming Dental Awareness Days

- National Children's Dental Health Month (February)
- Gum Disease Awareness Month (February)
- Dental Assistants Recognition Week (March 6–12)
- Dentist Day (March 6)



## Dental fun facts

- Tree twigs were the original tool for dental hygiene. Chewing on the tips of the twigs spread out the fibers, which were used to clean the teeth.
- Ancient Greeks used pumice, talc, alabaster, coral powder or iron rust as toothpaste
- George Washington never had wooden teeth — his dentures were made from gold, hippopotamus tusk, elephant ivory and human teeth
- In 1905, Irene Newman was trained to clean teeth, becoming the first dental hygienist

This policy has exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact either your broker or the company. UnitedHealthcare dental coverage underwritten by UnitedHealthcare Insurance Company, located in Hartford, Connecticut, UnitedHealthcare Insurance Company of New York, located in Islandia, New York, or their affiliates. Administrative services provided by Dental Benefit Providers, Inc., Dental Benefit Administrative Services (CA only), DBP Services (NY only), UnitedHealthcare 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 Virginia use policy form number DPOL.06.VA and associated COC form number DCOC.CER.06.VA. Benefits for the UnitedHealthcare dental DHMO plans are provided by or through the following UnitedHealth Group companies: Nevada Pacific Dental, National Pacific Dental, Inc. and Dental Benefit Providers of Illinois, Inc. Plans sold in Texas use contract form number DHMO.CNT.11.TX and associated EOC form number DHMO.EOC.11.TX. 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 DBP Services. Offered by Solstice Benefits, Inc. a Licensed Prepaid Limited Health Service Organization; Chapter 636 F. S., and administered by Dental Benefit Providers, Inc.

\*Benefits for the UnitedHealthcare Dental DHMO/Direct Compensation plans are offered by Dental Benefit Providers of California, Inc. UnitedHealthcare Dental is affiliated with UnitedHealthcare.

Disclosure: The Dental Discount Program is administered by Dental Benefit Providers, Inc. The Dental Discount Program is NOT insurance. The discount program provides discounts at certain dental care providers for dental services. The discount program does not make payments directly to the providers of dental services. The discount program member is obligated to pay for all dental care services but will receive a discount from those dental care providers who have contracted with the discount plan organization. Dental Benefit Providers, Inc. is located at 6220 Old Dobbin Lane, Liberty 6, Suite 200, Columbia, MD 21045, 1-877-816-3596, myuhc.com. The dental discount program is offered to members of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to provide specific discounts and to encourage participation in wellness programs. Dental care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. UnitedHealthcare does not endorse or guarantee dental products/services available through the discount program.

## Comments?

**UnitedHealthcare Dental Provider Solution wants to hear from you**

Please submit your newsletter comments and suggestions to [uhcdentalnewsletter@uhc.com](mailto:uhcdentalnewsletter@uhc.com)