



# Dental Word of Mouth

Second Quarter 2021



## Front and center



### Welcome our new Employer plans!

#### West

- Advantage Media Services
- Douglass Colony Group, Inc.
- Energy Inspectors Corporation
- Steven-Robert Originals, LLC
- Summit Funding, Inc.

#### Southeast

- Ampcus, Inc.
- Jensen Management, LLC
- Miami Automotive Retail, Inc.
- Ridge Care Senior Living, Inc.
- Starboard Group Management Company, Inc.
- The Select Group

#### Central

- Highmark Residential
- Tex-Mix Concrete
- The Modern Group Ltd.

#### Northeast

- Adjuvant.Health, LLC
- Aledade, Inc.
- Gateway Services USA, LLC
- Gurney Payroll, LLC DBA Jimmy Jazz
- Highlands Hospital
- HSCP Service Company, LLC
- Kelly Operations Group



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# Clinical updates



Starting in July 2021, UnitedHealthcare commercial and Medicare providers and members will have visibility into objective provider quality scores and associated scorecards from DentaQual®.

UnitedHealthcare has partnered with P&R Dental Strategies to license their DentaQual® scorecard and Provider Quality Assessment system to provide objective, quality assessments and scoring based on defined measures and claims data received from over 66 national and regional dental carriers. DentaQual® utilizes comprehensive and continually updated datasets from P&R's multi-payer claims database, DentaBase®, to compute scores on more than 40 measures for each dental provider. These measures are then used to calculate assessment scores across a dentist's clinical practice for quality, cost and patient satisfaction—plus an overall quality score.



DentaQual® scorecards will be available to providers through the “provider self-service” function on UHCdental.com and to members through a “provider search” on member portals. These scorecards will include the overall DentaQual® quality score along with 5 assessment categories:

- Treatment outcomes
- Patient retention
- Commitment to best practices
- Treatment recommendations
- Cost effectiveness

P&R Dental Strategies is a neutral third party that is not owned by any insurance carrier. DentaQual® scores are derived from claims data to score each individual dentist based on that particular dentist's standard deviation from the norm—the norm being the average level of quality of a dentist's specialty peers in a geographic area.

# Doing business together



Dental Benefit  
Providers®

## Simplify the credentialing process with ADA® credentialing service, powered by CAQH ProView®



### 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.



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Dental Benefit  
Providers®

# Doing business together

## New electronic payments process for UnitedHealthcare dental plans

**Dental Benefit Providers, Inc. (DBP), a UnitedHealthcare company, is excited to introduce a new electronic payment platform called ePayment Center to accelerate and add efficiency to our claims payment process.**

ePayment Center will replace the current electronic payment and statement process for UnitedHealthcare Dental Government Program Plans through Skygen, as well as the current electronic payment and statement process for UnitedHealthcare Commercial and Medicare Advantage Plans.

Through the ePayment Center, DBP will continue to offer a no-fee Automated Clearing House (ACH) delivery of claim payments with access to remittance files by download. Delivery of 835 files to clearinghouses is available directly through the ePayment Center enrollment portal.

If you are currently enrolled in electronic payments through Skygen and/or Optum Pay, you will need to re-register for the ePayment Center. Registering with the ePayment Center will help ensure there is no disruption in your electronic payments and statements. Failure to register with ePayment Center before the end of the year will result in your current electronic payment being disrupted and your payments reverting to paper checks.

You are no longer required to enroll in 2 electronic payment programs for your UnitedHealthcare Government Program plan claims and your commercial and Medicare Advantage claims—ePayment Center offers one electronic payment solution for all your UnitedHealthcare Dental/DBP, Inc., claims payments.



### To register for the ePayment Center:

1. Visit [uhcdental.epayment.center/register](https://uhcdental.epayment.center/register)
2. Follow the instructions to obtain a registration code
3. Your registration will be reviewed by a customer service representative and a link will be sent to your email once confirmed
4. Follow the link to complete your registration and set up your account
5. Log in to [uhcdental.epayment.center](https://uhcdental.epayment.center)
6. Enter your bank account information
7. Select remittance data delivery options
8. Review and accept ACH Agreement
9. Click "Submit"
10. Upon completion of the registration process, your bank account will undergo a pre-notification process to validate the account prior to commencing the electronic fund transfer delivery. This process may take up to 6 business days to complete

Additional enrollment instructions and a detailed question and answer guide are available for download at [uhcdental.epayment.center](https://uhcdental.epayment.center).

For additional help, call 1-855-774-4392 or email [help@epayment.center](mailto:help@epayment.center).

# Doing business together

## Digital enhancements to improve your practice

A series of digital enhancements has been added to **uhcdental.com** to improve the health care professional and patient experience. This portal evolution gives you a robust digital resource that supplies detailed patient benefit and claims information in real time. You will be able to access a comprehensive snapshot of a patient's dental summary and confidently deliver accurate benefit information and out-of-pocket costs for dental services at the point of care.

## What's new

The following enhancements focus on helping you provide the best care experience for your patients and support your practice with:

- A detailed snapshot of patient information that highlights plan information, benefits summary, accumulators, frequency limits and more
- A Treatment Plan Calculator that provides accurate real-time treatment pricing, benefits plan coverage and out-of-pocket expenses, giving patients a clear picture of what is covered
- Simplified claims processing with Pre-Treatment Estimate (PTE) alerts and online claims submissions with the required information pre-populated to increase your claims adjudication rate

## Getting started

The enhanced Provider Portal is live and can be accessed using your current log-in information. You can explore our new **portal training module** and **frequently asked questions** to learn how the new features work and get more information about this digital evolution.

## Do you administer anesthesia?

In 2020, we introduced a new UnitedHealthcare Anesthesia Credentialing Policy. The purpose of this policy is to establish the standards and expectations for all patients receiving anesthesia services, including but not limited to, minimal sedation, moderate/conscious sedation, deep sedation/general anesthesia, pediatric sedation and nitrous oxide from our participating providers.

As a reminder, we are asking all our valued providers to provide sedation/anesthesia information during credentialing. Even if you don't currently administer sedation services, we still want to know of any certifications held.

Dentists who are credentialed and recredentialed with Dental Benefit Providers are required to have a current and valid anesthesia certificate/license/permit applicable with the type of anesthesia they are administering. This will help ensure the safe administration of anesthesia services to our members. The anesthesia certificate/license/permit is verified through issuing state licensing agency and will vary from state to state.

For more information regarding the UnitedHealthcare Anesthesia Credentialing Policy, please visit **uhcdental.com** and look under Resources to find the UnitedHealthcare Anesthesia Dentist FAQs. Should you have additional questions or did not find the answers in the FAQs, please submit your questions or inquiries to **uhc\_anesthesia@uhc.com**.



# Product updates

## Reminder: Member ID cards are going digital

Beginning July 1, 2021, the UnitedHealthcare standard will be to issue digital dental ID cards to newly enrolled commercial members.

No card? That's OK! Members do not need to present a physical ID card to obtain services. We urge you to verify eligibility for all patients prior to being seen by visiting [uhcdental.com](http://uhcdental.com). All that's needed is the member's name and date of birth. For instructions on how to check benefits for members, watch this [UHC On Air video](#).

Here's what you can expect to see by plan type:

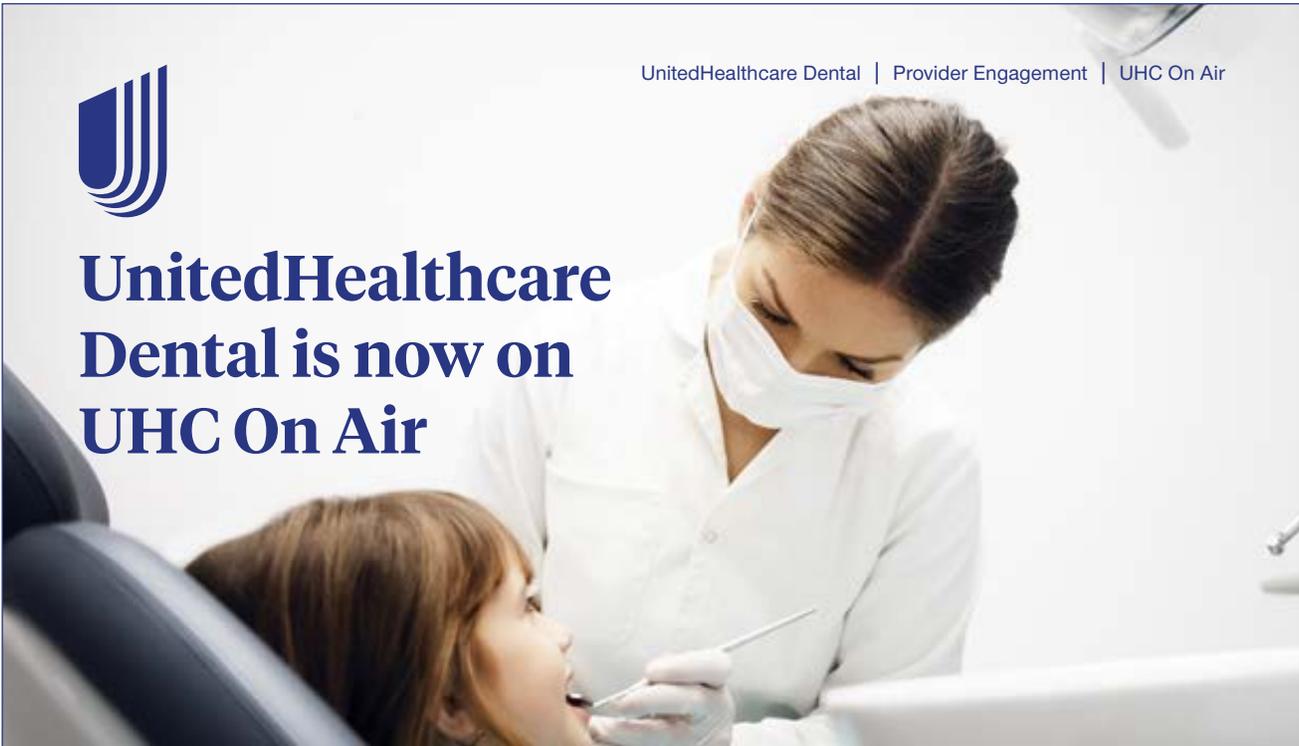
	Commercial plans	Medicare Advantage
<b>What's new?</b>	ID cards will be digital for most commercial plans	No change from current ID card
<b>Sample ID card</b>		
<b>Member ID card formats</b>	<ul style="list-style-type: none"> <li>Available to members on <a href="http://myuhc.com">myuhc.com</a>. Members may print or show digital copy.</li> <li>Available to members on the UnitedHealthcare app</li> <li>Member may call the UnitedHealthcare Member Services line to request a printed ID card</li> </ul>	<ul style="list-style-type: none"> <li>Printed and sent by mail to members</li> </ul>
<b>Tips</b>	<ul style="list-style-type: none"> <li>Log into <a href="http://uhcdental.com">uhcdental.com</a> and check eligibility using member name and date of birth</li> <li>Logos on the ID card may vary based on the member's plan</li> <li>Contact information for Provider Portal URL and Provider Services are listed on the back of the ID card</li> </ul>	<ul style="list-style-type: none"> <li>Log into <a href="http://uhcdental.com">uhcdental.com</a> and check eligibility using member name and date of birth</li> <li>Logos on the ID card may vary based on the member's plan</li> <li>Contact information for Provider Services and the portal URL are listed on the back of the ID card</li> <li>The member's card may show HMO. Many Medicare Advantage plans are HMO plans, but they are supported by UnitedHealthcare Dental Networks that reimburse using a PPO-type fee schedule. For more information, view this <a href="#">UHC On Air video</a>.</li> </ul>

# Product updates



UnitedHealthcare Dental | Provider Engagement | UHC On Air

## UnitedHealthcare Dental is now on UHC On Air



### Innovation, Anytime, Anywhere

UHC On Air's innovative programming can be accessed anywhere, anytime, from any device.

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

#### Easy access to valuable content

- Educational video resources
- Interactive training materials
- Portal navigation



Constantly evolving with new content continually being added  
Visit [UHC On Air](#) today!

#### Convenient access to information about:

- Claim submission
- Electronic capabilities
- Eligibility verification
- Clinical guidelines
- Market-specific programs

### Questions

Contact UnitedHealthcare at 1-800-822-5353

# Product updates

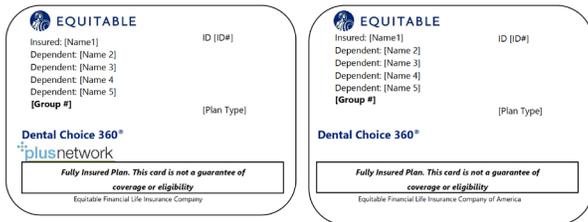
## Equitable Financial Life Insurance Company partners with UnitedHealthcare Dental to serve 30,000 members

We are pleased to announce that Equitable Financial Life Insurance Company (Equitable) has selected UnitedHealthcare to administer a PPO dental plan for their members, effective May 1, 2021.

You will be able to see these members under the terms of your current Participating Provider Organization (PPO) provider agreement and reimbursed based off your current contracted fee schedule.

Equitable allows their members to utilize UnitedHealthcare network providers and discounts without UnitedHealthcare processing or paying claims. UnitedHealthcare does not maintain or service any eligibility or claims information for this client, and inquiries should be directed to Equitable at 1-866-274-9887.

A sample member ID card is below for your reference:



### New 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 new videos:

- Commercial Business – **Making Demographic Changes**
- Commercial Business – **Provider Termination Request**

### Dental Awareness Days

- June – National Smiles Month
- June – Dental Smiles Month
- June 26 – Toothbrush Day
- August 22 – Tooth Fairy Day
- September – National Gum Care Month



## Dental fun facts

- The average woman smiles 62 times a day. The average man smiles about 8 times a day
- Kids laugh around 400 times a day, adults just 15 times a day
- Just like fingerprints, tooth prints are unique to each individual
- The average person only brushes for 45 to 70 seconds a day. The recommended amount of time is 2–3 minutes.
- 78% of Americans have had at least 1 cavity by age 17

## 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)

# Product updates



## The impact of cultural awareness on patient care

Cultural competence is invaluable in the field of dentistry. In an increasingly diverse society, dental professionals must be culturally competent health care providers. This means being aware of, and understanding, the factors that influence culture and how that translates into a need to provide dental services within patients' cultural parameters.

### Making a difference

The diversity of American society has long been reflected in the population of patients who are UnitedHealthcare members. A patient's race and ethnicity impact the need to address varying risk conditions and dental care disparities. Together, we can strive to create a culturally proficient health care system that improves dental outcomes and the quality of care, while also eliminating racial and ethnic health care disparities.

At UnitedHealthcare Dental, we are committed to providing a diverse provider network that supports achieving of the best possible clinical outcomes through culturally proficient care for our members. To strengthen that commitment, we offer access to cultural competency training to assist you and your staff's diversity efforts.

### Explore cultural competence

**RteSmiles requires contracted providers to complete cultural competency training.** This training can be accessed online at [uhdentalproviders.com](https://uhdentalproviders.com) > Provider Information > Provider Training. This course is part of UHC On Air, an online, on-demand hub for education and support resources created exclusively for UnitedHealthcare Dental providers.

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), 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 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](https://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.