



# Dental Word of Mouth

Fourth Quarter 2020



## Front and center

### New Affordable Care Act Exchange Business Going Live on 1/1/2021

Effective 1/1/2021, UnitedHealthcare Dental benefits will be included in six new exchange markets. These plans will be embedded dental plans for pediatric members.

#### The states going live on 1/1/2021 are:

Arizona	Maryland	North Carolina
Oklahoma	Tennessee	Virginia

The above states are in addition to our existing on-exchange and off-exchange plans, as well as group Essential Health Benefits (EHB) business in Colorado through the Rocky Mountain Health Plan. Colorado exchange benefit will experience a growth in membership in 2021 through adding in the coverage of additional counties.

Providers serving exchange members in the above states will experience no change. Providers will continue to use [uhcdental.com](https://uhcdental.com) to submit claims and check eligibility, and will contact the same provider service phone number at **1-800-822-5353** with questions. All active National Options PPO20 providers will be included in the exchange network.



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**United  
Healthcare**

# Clinical updates

## Operating Safely During the Pandemic

Due to the ever evolving COVID-19 pandemic, dental offices must continue to remain vigilant and take proactive steps to protect their staff and safely manage patients. There are a number of preventative measures and precautions that safely allow for dental treatment to continue in light of the pandemic. In addition to the recommendations below, we encourage practices to stay abreast of changes. The Centers for Disease Control (CDC) continues to gather data and advice clinicians on COVID-19 and we encourage dental practices to refer to the CDC's website for further guidance on recommended infection control practices.

The following recommendations may assist in screening and safely managing patients in your dental practice:

### General Recommendations:

- When scheduling appointments, triage and prioritize the most critical dental services and plan staffing accordingly to maximize staff while minimizing exposure
- Screen everyone entering the practice for COVID-19 signs and symptoms
- Limit visitors to those essential to the patient's care (e.g., care partner, parent)
- Encourage use of alternative methods of communications (cell phones, video calls, tablets) between office and patient /visitor /caregivers
- Schedule appointments to minimize the number of people in the waiting room, have patients wait in their vehicles until a staff member informs them that they are ready
- Arrange seating in waiting rooms so patients are at least 6 feet apart
- Minimize overlapping dental appointments
- If individual treatment rooms are not feasible, be sure to space patient chairs at least 6 feet, more if possible, apart from each other, with physical barriers between patient chairs
- Set up operatories so that only the clean or sterile supplies and instruments needed for the dental procedure are readily accessible
- The number of staff present during the procedure should be limited to only those essential for patient care and procedure support

### Personal Protective Equipment Reminders:

- Eye protection, in addition to a facemask, to ensure the eyes, nose, and mouth are all protected from exposure to respiratory secretions during patient care encounters
- Gloves and gown, for procedures that are likely to generate splashing or splattering of bodily fluids, face shields should also be employed

### Adjusting Procedures:

The use of rotary dental and surgical instruments, such as handpieces or ultrasonic scalers and air-water syringes can produce particle droplets of water, saliva, blood, microorganisms, and other debris. Whenever possible:

- Avoid aerosol generating procedures (see below for definition) whenever possible
- Encourage hygienists to utilize only hand instruments
- Consideration should be given to alternative treatment (e.g. silver diamine fluoride application) to traditional restorative procedures when appropriate
- Use four-handed dentistry, high evacuation suction and dental dams to minimize droplet spatter and aerosols

These, as well as other resourceful guidelines can be found on the CDC website.

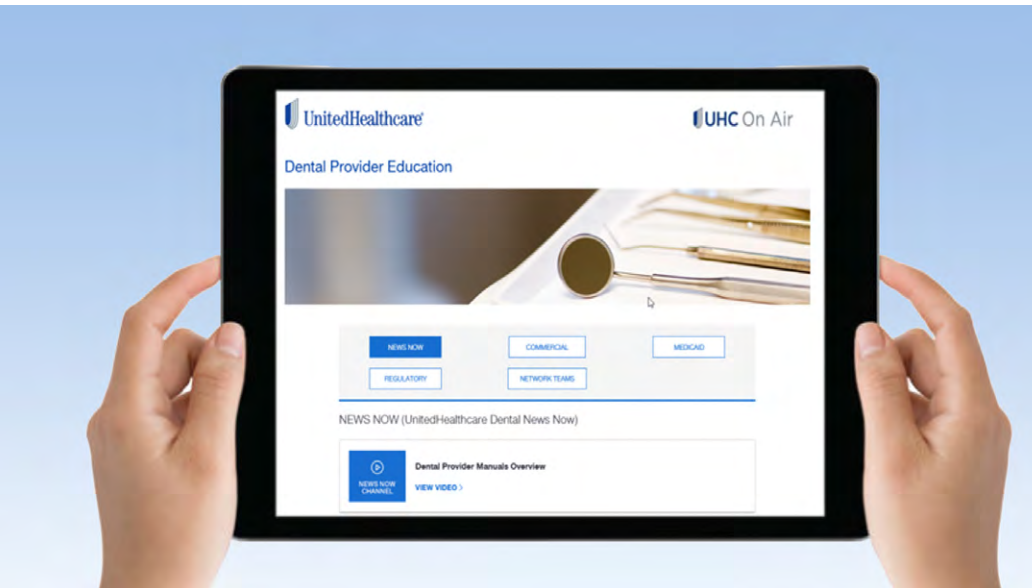


**Ankit Amin, DDS**

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html>

<https://www.cdc.gov/oralhealth/infectioncontrol/statement-COVID.html>

# Doing business together



## UHC On Air

UnitedHealthcare Dental has launched its own channel within UHC On Air - your source for live and on demand video broadcasts created specifically for UnitedHealthcare Dental providers. Visit your UHC Dental Provider portal for 24/7 access to provider training via UHC On Air to find in-depth program information and meaningful updates.

Get instant, on-demand access to UHC On Air content you want as a provider, **including these new videos:**

### **Opioids and Dental Care**

A presentation from Dr. Ted Wong on opioids, signs of opioid abuse, and non-opioid pain management options.

### **UHC Dental – Listerine and Biofilm**

An educational video about biofilm provided by Listerine.

### **UHC Dental Medicare Advantage Overview**

A helpful overview of UnitedHealthcare Medicare Advantage plans, and how to easily identify Medicare Advantage members using their ID cards.



## Dental fun facts

- The average human produces 25,000 quarts of saliva (spit) in a lifetime. That is enough saliva to fill 2 swimming pools!
- The Statue of Liberty's mouth is 3 feet wide.
- A sneeze zooms out of your mouth at over 600 mph!
- Most tooth loss in people under 35 years of age is caused by athletic trauma, fights or accidents.
- A tooth that has been knocked out starts to die within 15 minutes, but if you put it in milk or hold it in your mouth it will survive longer. See a dentist ASAP!



# Doing business together

## TX Children's Medicaid and CHIP Program Live September 1, 2020!

UnitedHealthcare Texas Medicaid Dental Services are very thankful and humbled for the opportunity to serve members and providers throughout the state of Texas. Our mission is to help our communities and provider partners create smiles for miles in Texas!

### Quick tips:

#### Provider Portal - [uhc.com/dentaltx](https://uhc.com/dentaltx)

- Resources - Provider Advocate contact information, Provider manual, FAQs
- Check eligibility, submit claims, and access information regarding plan coverage

#### Provider Portal Registration

- For assistance to find your payee ID, please call **1-800-527-1764**
- For registration or training, please call **1-844-464-5633**

#### UHC On Air

- Complete your required learning along with other helpful trainings 21st Century Cures Act (Cures Act). As a reminder, a provider's participation in Texas Medicaid programs requires compliance with all applicable state and federal Medicaid laws. Compliance with the 21st Century Cures Act requires that you both register and attain a Medicaid I.D.



## Register now

### The new and enhanced *Lincoln DentalConnect*® provider portal

The better a provider portal is, the less time you need to spend on it. And that's why Lincoln Financial Group has thoroughly updated their dental provider portal: to make it interactive, intuitive, and easy to use. You can quickly search by subscriber to confirm a patient's coverage plan, deductibles, coinsurance, maximums, frequencies, service history and waiting periods. Additionally, you can search by procedure code and view status for active, inactive, or future members.

New and current users of the Lincoln Dental provider portal do need to register to access the new site. Registration is a quick, three-step process. Visit <https://provider.mylincolnportal.com> and register today. All that's needed is the dentist's Tax ID, and either a Group Policy Number or Lincoln claim number to create an account.

We are committed to creating a provider portal that is a valuable tool and makes your job easier. Over the next couple of months, you'll see even more capabilities and new information added to the portal. Be sure to bookmark the new site for easy access each time you return.

# Doing business together

## New Electronic Payments Process for Texas and RlteSmiles Providers

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 be replacing the current electronic payment and statement process for UnitedHealthcare Dental Government Program Plans through Skygen before the end of 2020.**

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 via 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, you will need to re-register for the ePayment Center. Registering with the ePayment Center will 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.

To register for the ePayment Center:

1. Visit **[UHCdentalproviders.epayment.center/register](https://UHCdentalproviders.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 setup your account
5. Log into **[UHCdentalproviders.epayment.center](https://UHCdentalproviders.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 **[UHCdentalproviders.epayment.center](https://UHCdentalproviders.epayment.center)**.

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



## Welcome our newest Employer plans!

### Central Region

- City of Amarillo (TX)
- Muy Consulting Corporation
- Portillos
- Symphony Post Acute Network dba Maestro Consulting Services, LLC

### Northeast Region

- Dragados USA, Inc.
- Meridian Senior Living
- St. Moritz Group, Inc.
- Transforce, Inc.

### Southeast Region

- Charter School Associates
- Eckerd Kids
- Kingspan North America
- Tampa Firefighters' and Police Officers' Employees' Health Plan

### West Region

- Las Vegas Police Protective Association Civilian Employees
- Nippon Paint (USA), Inc.
- Odle Management Group
- TNG Retail Service, LLC
- US Nursing Corporation

# Product updates

## 2021 CDT Code Nomenclature Changes, Code Additions and Deletions

As new CDT codes are updated and released each year, Dental Benefit Providers, Inc. (DBP), a UnitedHealthcare company, updates our system, products and fee schedules to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA). DBP reviews all new codes and determines which codes will be covered under our standard DPPO plans and retires deleted codes. Coverage for other products may vary. The reference columns below show the limitation, DDS review requirements, price reference and fee factor percentage that is calculated from an existing CDT code and applied to the 2021 CDT code. The CDT 2021 codes are effective for services provided from January 1, 2021 - December 31, 2021.

2021 CDT Code Crosswalk (additions, retired and covered* codes)							
CDT Code	Nomenclature	Covered Under Standard Plans	Coverage Reference (cover if ____ is covered)	Limitation Reference Code	DDS Review Reference Code	Price Reference Code	Fee Factor to Reference Code
*New CDT code is covered ONLY if reference code is covered under Member's plan							
D0604	antigen testing for a public health related pathogen, including coronavirus		NOT COVERED UNDER STANDARD UHC PLANS				
D0605	antibody testing for a public health related pathogen, including coronavirus		NOT COVERED UNDER STANDARD UHC PLANS				
D0701	panoramic radiographic image – image capture only	Y	D0330	D0330	D0330	D0330	100%
D0702	2-D cephalometric radiographic image – image capture only	Y	D0330	D0190	D0190	D0330	100%
D0703	2-D oral/facial photographic image obtained intra-orally or extra-orally – image capture only	Y	D0350	D0350	D0350	D0350	100%
D0704	3-D photographic image – image capture only	Y	D0351	D0351	D0351	D0351	100%
D0705	extra-oral posterior dental radiographic image – image capture only	Y	D0251	D0251	D0251	D0251	100%
D0706	intraoral – occlusal radiographic image – image capture only	Y	D0240	D0240	D0240	D0240	100%
D0707	intraoral – periapical radiographic image – image capture only	Y	D0220	D0220	D0220	D0220	100%
D0708	intraoral – bitewing radiographic image – image capture only	Y	D0270	D0270	D0270	D0270	100%
D0709	intraoral – complete series of radiographic images – image capture only	Y	D0210	D0210	D0210	D0210	100%
D1321	counseling for the control and prevention of adverse oral, behavioral, and systemic health effects associated with high-risk substance use		NOT COVERED UNDER STANDARD UHC PLANS				
D1355	caries preventive medicament application – per tooth	Y	D0601	D1354	D1354	D1354	100%

# Product updates

## 2021 CDT Code Crosswalk (additions, retired and covered\* codes) *continued*

CDT Code	Nomenclature	Covered Under Standard Plans	Coverage Reference (cover if ____ is covered)	Limitation Reference Code	DDS Review Reference Code	Price Reference Code	Fee Factor to Reference Code
*New CDT code is covered ONLY if reference code is covered under Member's plan							
D2928	prefabricated porcelain/ceramic crown – permanent tooth		NOT COVERED UNDER STANDARD UHC PLANS				
D3471	surgical repair of root resorption - anterior	Y	D3410	D3410	D3410	D3410	100%
D3472	surgical repair of root resorption – premolar	Y	D3421	D3421	D3421	D3421	100%
D3473	surgical repair of root resorption – molar	Y	D3425	D3425	D3425	D3425	100%
D3501	surgical exposure of root surface without apicoectomy or repair of root resorption – anterior	Y	D3427	D3427	D3427	D3427	100%
D3502	surgical exposure of root surface without apicoectomy or repair of root resorption – premolar	Y	D3427	D3427	D3427	D3427	100%
D3503	surgical exposure of root surface without apicoectomy or repair of root resorption – molar	Y	D3427	D3427	D3427	D3427	100%
D5995	periodontal medicament carrier with peripheral seal – laboratory processed – maxillary		NOT COVERED UNDER STANDARD UHC PLANS				
D5996	periodontal medicament carrier with peripheral seal – laboratory processed – mandibular		NOT COVERED UNDER STANDARD UHC PLANS				
D6191	semi-precision abutment – placement	Y	D6052	D6052	D6052	D6052	100%
D6192	semi-precision attachment – placement	Y	D6052	D6052	D6052	D6052	100%
D7961	buccal / labial frenectomy (frenulectomy)	Y	D7960	D7960	D7960	D7960	100%
D7962	lingual frenectomy (frenulectomy)	Y	D7960	D7960	D7960	D7960	100%
D7993	surgical placement of craniofacial implant – extra oral		NOT COVERED UNDER STANDARD UHC PLANS				
D7994	surgical placement: zygomatic implant		NOT COVERED UNDER STANDARD UHC PLANS				

## 2021 CDT retired codes

D3427	periradicular surgery without apicoectomy
D5994	periodontal medicament carrier with peripheral seal – laboratory processed
D6052	semi-precision attachment abutment
D7960	frenulectomy - also known as frenectomy or frenotomy - separate procedure not incidental to another procedure





# Product updates



## Blue Shield of California Offering Family Dental Plan on Covered California Exchange

As a contracted provider through Dental Benefit Providers of California (DBP-CA), we are pleased to announce that Blue Shield of California (BSCA) will begin offering DHMO and DPPO Family Dental Plan products to members on the Covered California exchange effective January 1, 2021. The DPPO network will be offered state-wide while the DHMO network will only be offered in limited areas. Before servicing a DHMO BSCA Family Dental Plan member, please ensure the member verifies your office is in the service area by utilizing the online provider search tool located at [www.blueshieldca.com](http://www.blueshieldca.com). You may also contact Provider Services at **1-800-822-5353** to determine if your office is participating with the DHMO plan.

### Sample Covered California Dental Plan ID cards:

			
Subscriber Member Name	Effective date Card issue date	12/31/20	
ID# 100000028			
Dentist DENTIST, DR.	Dentist ID 000000000000		
Dental Center FAMILY DENTAL GROUP	Dental Identification Card		
Plan - Family Dental DHMO			

(DHMO - front)

			
Subscriber Member Name	Effective date Card issue date	01/01/21 12/06/20	
ID# 100000022			
Dentist DENTIST, DR.	Dentist ID 000000000000		
Dental Center FAMILY DENTAL GROUP	Dental Identification Card		
Plan - Family Dental PPO			

(DPPO - front)

			
Carry this identification card with you at all times and present it whenever you or one of your enrolled dependents receives dental services. Read your Evidence of Coverage booklet, which sets forth the benefits, limitations, and exclusions of your dental plan contract.		Benefits of the Dental Plan, other than emergency care, are available only when you receive covered services from the dentist selected by the member. Benefits for specialty covered services are provided only on referral from your dentist.	
Blue Shield of California is an independent member of the Blue Shield Association.		Submit claims to: Blue Shield of California P.O. Box 30567, Salt Lake City, UT 84130-0567	
There are no plan benefits outside of California.			

(DHMO - back)

			
Carry this identification card with you at all times and present it whenever you or one of your enrolled dependents receives dental services. Read your Evidence of Coverage booklet, which sets forth the benefits, limitations, and exclusions of your dental plan contract.		Network benefits apply when you receive covered services from a network dentist. In-network benefits are paid based on applicable copayment. For non-network benefits, you will be reimbursed up to a specified maximum amount and will be responsible for the remainder of the dentist's billed charges.	
Blue Shield of California is an independent member of the Blue Shield Association.		Submit claims to: Blue Shield of California P.O. Box 30567, Salt Lake City, UT 84130-0567	
Network access in your market may also be provided by: CONNECTION Dental and MaximumCare.			

(DPPO - back)



## Comments?

**UHC Dental Provider Solutions wants to hear from you.**

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

**United  
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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](http://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.