



Dental Word of Mouth

Fourth quarter 2021



Front and center



Welcome our new Employer plans!

Central

- Travis County – Texas

West

- Long Beach Public Transportation – California
- Western Electrical Contractors Association – California



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Update and attest your demographic data with ease at UHCdental.com



As a UnitedHealthcare dental professional, you are required every quarter to attest to the accuracy of your practice data and demographic information, per federal and state regulations. Keeping your information current connects you with more patients and helps UnitedHealthcare members get accurate details about your practice.



Complete requirements with ease

Our Provider Self Service tool at UHCdental.com lets you conveniently review, update and attest to demographic information for your organization.

- Office address(es) and hours
- Remit address(es) and taxpayer identification number (TIN)
- Phone, fax, email address and website URL
- Status of dentists accepting or not accepting patients
- Panel status
- Ages and genders served
- Languages spoken
- Dentists' specialties
- Dentists' dates of birth
- Dentists added to the network with the TIN
- National provider identifier number
- Professional licenses and degrees

Sign in to UHCdental.com today and keep your directory information up to date.

Get the information you need delivered right to your inbox



Digital communications are an easy, effective way to help ensure you get the most up-to-date information from UnitedHealthcare Dental. Make sure you stay informed on important updates that can help your patients and your practice.

Register or confirm your current provider email and provider group email addresses at UHCdental.com to receive email communications from us.

- Log in to UHCdental.com
- Scroll to the “Quick Links” section
- Click on “Provider Self Service”
- Update both provider and provider group email addresses
 - Scroll down to the “Existing Locations” section to update the provider group email address



Please verify if the information below is correct. If it is incorrect, click on the edit icon to make changes.

▼ PERSONAL INFORMATION

Legal Name ¹		Title	
Preferred Name		Type 1 NPI ¹	
DOB		Email	

EXISTING LOCATIONS

▼ Address(es) will appear here

Attestation Required

Address Information	Group Information
Location Address ¹	Do Business As Name
Street	Group Email ¹
City	Display group email on directory? <input checked="" type="checkbox"/> Yes
	Group Phone Number

Keeping patients safe during COVID-19

Every quarter, we highlight a dental professional 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. For this issue, we spoke with Drs. Kosha and Rutu Shah in Port Hueneme, Calif.



While COVID-19 patients filled emergency rooms at local hospitals in Port Hueneme, Calif., Drs. Kosha and Rutu Shah of Landmark Family Dental joined the front lines by serving patients with urgent dental needs in their clinic.

"We were lucky to have adequate PPE [personal protective equipment] so we could stay open and see patients who were in pain," says Dr. Kosha Shah. "It helped reduce the load in the local emergency rooms and hospitals."

The mother-daughter team has been working together for over a year — Dr. Kosha Shah has been a dental professional since 2002, with Dr. Rutu Shah joining her practice in 2020. With the help of their staff, the dentists focused on their patients' overall health. They understood the need to put safety measures in place — especially during the pandemic — and used medical-grade air purifiers to help keep patients safe. Following this protocol aligned with their best practice of keeping patients' well-being ahead of everything else, and with the UnitedHealthcare mission of helping people live healthier lives.

"It's really heartwarming that whole families entrust us with their dental care — in some cases, from grandkids to great-grandparents. What more can I ask for than to provide care to families like my own, alongside my mother?" Dr. Rutu Shah says.

"We are truly grateful for the local community and the team at Landmark Family Dental," Dr. Kosha Shah adds.

Drs. Kosha and Rutu Shah and the Landmark Family Dental team are excellent examples of service leaders who provide quality and gentle dental care to patients who are UnitedHealthcare members.

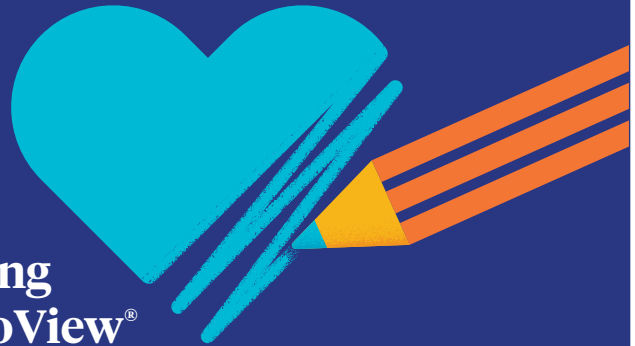


We'd like to hear your success story with patients in your community. Log in to UHCdental.com and select "Provider Self Service" under Quick Links. In the section titled "Patient Stories," select "Share Story" and answer the required fields. We'll contact you to schedule a phone interview for more details.



**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 mssc@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**

New Affordable Care Act exchange business goes live on Jan. 1, 2022

Beginning Jan. 1, 2022, seven new Exchange markets will offer UnitedHealthcare Dental benefits with embedded plans for pediatric members. In addition, 13 Exchange markets will also add adult benefits for select UnitedHealthcare Dental plans. Exchange markets are the medical plans offered by states to individuals as part of the Affordable Care Act. The medical plans may include built-in, or embedded, dental benefits for children and adults.

The following chart identifies the states offering these benefits:

Exchange markets	Pediatric dental benefits offered	Adult dental benefits offered
Alabama	New	New
Florida	New	New
Georgia	New	New
Illinois	New	New
Louisiana	New	New
Michigan	New	New
Texas	New	New
Arizona	Existing	New
Maryland	Existing	New
North Carolina	Existing	New
Oklahoma	Existing	New
Tennessee	Existing	New
Virginia	Existing	New



What this means for you

You will experience no changes in how you serve your patients. If you are an active National Options PPO20 provider or dental professional caring for Exchange members in these states, you will be automatically included in the Exchange network. Continue to submit claims and verify member eligibility on UHCdental.com.

Questions?

Please reach out to Provider Services at **800-522-5353** if you have any questions.

New electronic payment options – register today!

Dental Benefit Providers, Inc. (DBP), a UnitedHealthcare company, is excited to introduce new electronic payment options to accelerate and add efficiency to our claims payment process. Using the latest in secure technology also helps ensure you'll receive claims payments faster and experience a smoother payment process than when manually handling paper checks sent by mail. We offer 3 electronic payment options for you to take advantage of:



ePayment Center

Get your claims payments directly deposited into your bank account at no cost to you. Benefits include:

- Online portal for direct payments
- Improved cash flow with faster payments and secondary filing/patient collections
- Secure and convenient access to payment remittance
- Streamlined reconciliation
- Electronic remittance advice (ERA) in 835, CSV and PDF formats
- Payment remittance records securely stored online for 7 years

Enroll for ePayment

Reach out at **855-774-4392** or email help@epayment.center with any questions.



Automated Clearing House+ (ACH)

Access additional direct deposit functions and advanced provider portal features, including connections to multiple payers at a per-transaction fee.

Enroll for ACH+

Reach out at **877-828-8770** or email info@zelispayments.com with any questions.



Virtual credit card

Choose to have your claims payments electronically deposited into a credit card at a per-transaction fee:

- Eliminate having to share your banking information
- Redeem claims payments using a credit card provided to your office
- Access payment details and receive ERAs at provider.zelispayments.com or by fax

Enroll for Virtual Credit Card

Reach out at **877-828-8770** or email info@zelispayments.com with any questions.



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	UHCdental.com	Log in and click Provider Training via UHC On Air under Quick Links
UnitedHealthcare Dual Complete®/Medicaid	UHCdentalproviders.com	Prior to logging in, click Provider Training under Provider Information
Texas Children's Medicaid and CHIP	uhc.com/dentaltx	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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Rlte Smiles prior authorization pend process

Beginning Sept. 1, 2021, you will be notified by fax or email if UnitedHealthcare Dental requires additional information to complete an authorization request for Rlte Smiles patients. The new prior authorization pend process will help facilitate timely determination of requests for services.

The required images or text documentation must be submitted within 10 calendar days of the notification date. You will be asked to mail or fax the information to:

- **Images and/or text**

UnitedHealthcare Dental Rlte Smiles
P.O. Box 683
Milwaukee, WI 53201
(images are not supported through fax)

- **Text only**

Fax to 866-292-3205
(images are not supported through fax)

Review for determination

UnitedHealthcare will approve or deny the requested services based on the information initially submitted within 30 days of the initial request.



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:

- **Commercial Business – Making Demographic Changes**
- **Dental Provider Products Overview**
- **UHCdental.com User Guide**

Health Net Medicare is now Wellcare by Health Net

Centene Corporation is currently transitioning its California Medicare plans to Wellcare, a recently acquired Centene subsidiary. As an extension of our partnership with Health Net, dental professionals contracted with UnitedHealthcare Dental Benefit Providers, Inc., will continue to serve the 66,000 DHMO and DPPO Medicare Advantage members in California with the new Wellcare by Health Net branding.



We're here to help

If you have questions or need more information about Wellcare by Health Net, reach out to us at **866-249-2382**.

New mailing address for County of Orange paper claims

The mailing address for claims filed for County of Orange members, a group administered by Blue Shield of California (BSCA), has changed, effective July 1, 2021. As of this date, please mail your claims to:



Blue Shield of California
P.O. Box 30605
Salt Lake City, UT 84130-0605

This change applies only to paper claims filed for County of Orange members. If you submit claims electronically, there is no change to the current process.

Continue to send paper claims filed for individuals and groups administered by BSCA who are outside of Orange County to the current address:



Blue Shield of California
P.O. Box 30567
Salt Lake City, UT 84130-0567

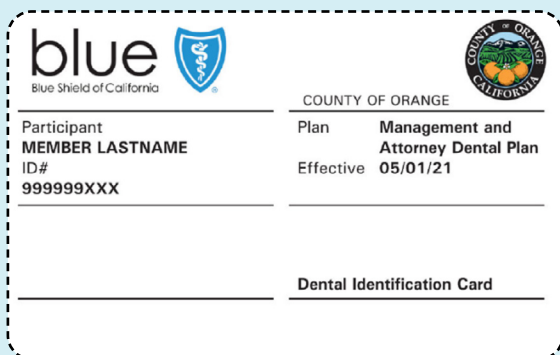


Helpful hint

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.

Sample ID card

You'll see the new address on your patients' BSCA ID cards.



Front



Back

Reinstatement of American Dental Association CDT code D1354 for RItE Smiles claims

Effective Sept. 1, 2021, the RItE Smiles program has reinstated the American Dental Association® (ADA) CDT® code D1354, silver diamine fluoride (SDF), as an available benefit. The reimbursement allowable amount is \$25 per procedure, per tooth with a maximum benefit of 8 teeth per year.

Prior authorization requirements

Prior authorization is required for patients who are age 13 or older. You are required to submit the following documentation with your request:

- Carries risk assessment
- Radiographs

Important exclusion

Reimbursement will be recouped if a billed service for extraction, pulpal therapy or permanent restoration is performed within 180 days from SDF application.



Summary of procedural code changes to 2022 American Dental Association code book

The American Dental Association (ADA) updates its code book with new and revised procedure codes yearly. The following deletions, revisions and replacements have been made and are included in the ADA Current Dental Terminology (CDT) 2022 code book, effective Jan. 1, 2022.

Orthodontic services

Retired CDT codes:

- D8050:** Interceptive orthodontic treatment of the primary dentition
- D8060:** Interceptive orthodontic treatment of the transitional dentition
- D8690:** Orthodontic treatment (alternative billing to a contract fee)

The American Association of Orthodontists (AAO) approved the deletion of the interceptive orthodontic treatment codes D8050 and D8060 to help eliminate any ambiguity and redundancy with the limited orthodontic treatment, a clinically similar procedure.

Recommended replacements for deleted CDT codes:

- D8010:** Limited orthodontic treatment of the primary dentition
- D8020:** Limited orthodontic treatment of the transitional dentition
- D8030:** Limited orthodontic treatment of the adolescent dentition
- D8040:** Limited orthodontic treatment of the adult dentition

General dentistry services

CDT code replacements:

- D4322:** Splint – inter-coronal: natural teeth or prosthetic crowns **will replace:**
- D4320:** Provisional splinting – intra-coronal
- D4323:** Splint – extra-coronal: natural teeth or prosthetic crowns **will replace:**
- D4321:** Provisional splinting – extra-coronal

Being aware of these changes will help ensure you're properly reimbursed for the services you provide to your patients. If you have questions about codes changes, please reach out to our Provider Services team at **877-378-5303**.

Annual changes to CDT codes

The American Dental Association (ADA) releases new and updated Current Dental Terminology (CDT) codes annually. We review the codes, determine which codes will be covered under our standard Dental Preferred Provider Organization (DPPO) plans, and retire deleted codes. This information is used to update our system, products and fee schedules to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA).

Understanding the charts

The following charts will help you and your staff efficiently serve your patients.

- New, updated and retired CDT codes for 2022
- CDT codes added in 2021
- 2022 CDT codes should be used for services provided from Jan. 1, 2022 – Dec. 31, 2022
- The reference columns in the codes added in 2022 chart display:
 - Limitation
 - DDS review requirements
 - Price reference
 - Fee factor percentage calculated from an existing CDT code and applied to the 2022 code

2021 and 2022 CDT codes crosswalk

Codes added, updated and covered in 2022¹

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
D3911	Intraorifice barrier	Y	D3430	D2391	D2391	D2391	100%
D3921	Decoronation or submergence of an erupted tooth	Not covered under standard UnitedHealthcare plans					
D4322	Splint – intra-coronal; natural teeth or prosthetic crowns	Y	D4320	D4320	D4320	D4320	100%
D4323	Splint – extra-coronal; natural teeth or prosthetic crowns	Y	D4321	D4321	D4321	D4321	100%
D5227	Immediate maxillary partial denture – flexible base (including any clasps, rests and teeth)	Y	D5221	D5221	D5221	D5221	100%
D5228	Immediate mandibular partial denture – flexible base (including any clasps, rests and teeth)	Y	D5222	D5222	D5222	D5222	100%
D5725	Rebase hybrid prosthesis	Y	D5710	D5710	D5710	D5710	100%
D5765	Soft liner for complete or partial removable denture – indirect	Y	D5850	D5850	D5850	D5850	100%
D6198	Remove interim implant component	Not covered under standard UnitedHealthcare plans					

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
D7298	Removal of temporary anchorage device [screw retained plate], requiring flap						Not covered under standard UnitedHealthcare plans
D7299	Removal of temporary anchorage device, requiring flap						Not covered under standard UnitedHealthcare plans
D7300	Removal of temporary anchorage device without flap						Not covered under standard UnitedHealthcare plans
D9912	Pre-visit patient screening						Not covered under standard UnitedHealthcare plans
D9947	Custom sleep apnea appliance fabrication and placement						Not covered under standard UnitedHealthcare plans
D9948	Adjustment of custom sleep apnea appliance						Not covered under standard UnitedHealthcare plans
D9949	Repair of custom sleep apnea appliance						Not covered under standard UnitedHealthcare plans
¹ New CDT code is covered ONLY if reference code is covered under the member's plan.							

Codes added in 2021²

D0606	Molecular testing for a public health related pathogen, including coronavirus						Not covered under standard UnitedHealthcare plans
D1701	Pfizer-BioNTech COVID-19 vaccine administration – first dose						Not covered under standard UnitedHealthcare plans
D1702	Pfizer-BioNTech COVID-19 vaccine administration – second dose						Not covered under standard UnitedHealthcare plans
D1703	Moderna COVID-19 vaccine administration – first dose						Not covered under standard UnitedHealthcare plans
D1704	Moderna COVID-19 vaccine administration – second dose						Not covered under standard UnitedHealthcare plans
D1705	AstraZeneca COVID-19 vaccine administration – first dose						Not covered under standard UnitedHealthcare plans
D1706	AstraZeneca COVID-19 vaccine administration – second dose						Not covered under standard UnitedHealthcare plans
D1707	Janssen COVID-19 vaccine administration						Not covered under standard UnitedHealthcare plans

² The ADA released additional codes in 2021 to accommodate COVID-19 testing and vaccinations.

Codes retired in 2022

D4320	Provisional splinting–intracoronal						
D4321	Provisional splinting–extracoronal						
D8050	Interceptive orthodontic treatment of the primary dentition						
D8060	Interceptive orthodontic treatment of the transitional dentition						
D8690	Orthodontic treatment (alternative billing to a contract fee)						



Dental Fun Facts

- In 5000 BC, ancient Sumerians referred to tooth decay in written text as “tooth worms”
- The first dentist is thought to be Hesy-Re, an Egyptian high official in the early Third Dynasty, around 2650 BC
- The Chinese were the first to use fillings made of amalgam in AD 700
- Texts on performing and regulating dental surgery were first identified in medieval Europe
- Medieval care providers experimented with anesthesia by mixing herbal substances such as opium and hemlock

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**. 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