

Dental provider portal digital enhancements

Overview

UnitedHealthcare Dental/Dental Benefit Providers® has launched a series of digital enhancements to the [UHCdental.com provider portal](https://UHCdental.com) to improve the health care professional and patient experience. This portal evolution delivers 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.

Featured enhancements include:

- A detailed snapshot of patient information that empowers you to confidentially share 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 alerts notifying you when procedures have exceptions or require further information, and online claims submissions with the required information pre-populated to increase your claims adjudication rate

Explore the new and improved provider portal at UHCdental.com.

Frequently asked questions

How will these digital enhancements help my practice?

The updated UHCdental.com provider portal enhancements deliver a robust digital resource to help you provide the best care experiences for your patients. Access to detailed patient benefit and claims information in real time allows you to quickly check benefits eligibility and confidently share treatment pricing, benefits explanation and out-of-pocket cost estimates. The new user experience simplifies the claims process and payment collection for you. It provides alerts for PTEs, and the ability to submit them and claims with pre-populated electronic forms. This may help improve your claims adjudication rate.

How can I use them to help my patients?

The new features of the portal will empower you to confidently share information about benefits coverage, deductibles, limits and out-of-pocket expenses for the treatments you are recommending. This will help patients better understand their options and may help address issues with surprise billing associated with dental procedures.

Key points

- Digital enhancements to the Dental provider portal improve the user and patient experience
- Detailed patient summaries make it quicker and easier to check eligibility and benefit plan information
- The new Treatment Plan Calculator creates real-time out-of-pocket cost estimates to eliminate billing surprises
- Electronic PTEs and claim submissions may improve your claims adjudication rate

How does the Treatment Plan Calculator work?

Using the Treatment Plan Calculator to estimate the costs of a treatment plan is easy. Once you have confirmed a patient's eligibility, you select the Treatment Plan Calculator and enter the appropriate American Dental Association (ADA) codes. This process provides you and your patient with real-time information and costs associated with their diagnosed treatment plan. The calculator factors in your fee schedule, current patient history, benefit plan limits and more to determine an accurate out-of-pocket cost assessment that can be shared with the patient at the point of care.

What information will the Treatment Plan Calculator provide?

The Treatment Plan Calculator produces:

- Treatment costs for in- and out-of-network providers
- Explanation of benefits and reimbursement
- Real-time, out-of-pocket cost estimates to help the patient understand what is not covered
- Alerts to help you know when procedures have exceptions or require further information
- Exception codes to explain coverage decisions

What plans may utilize the Treatment Plan Calculator?

The Treatment Plan Calculator is available for use on commercial and Medicare Advantage plans. Dental HMO, Medicaid or dual-eligible Medicare plans (Dual Special Needs Plan (DSNP)) are unable to use the Treatment Plan Calculator. To check eligibility for Medicaid or DSNP plans, please visit [UHCdentalproviders.com](https://www.uhc.com/dentalproviders).

Can I use the treatment plan information to help submit PTEs or claims online?

Yes. The digital enhancements allow you to electronically submit a PTE and/or a claim for each treatment plan. A pre-populated form with the required information is generated when you choose either submission process. This feature enables you to be more accurate with submissions and may increase your claims success rate.

Can I create multiple treatment plans within the Treatment Plan Calculator?

Yes. The new functionality allows you to create multiple treatment plans for a patient and gather the results that show cost, reimbursement and out-of-pocket expenses.

Can I provide patients with the information generated by the Treatment Plan Calculator?

Yes. You may print a copy of the report highlighting detailed benefits plan coverage, treatment costs and out-of-pocket estimate associated with your treatment plan for your patient.

How long are the treatment plans available?

Treatment plans will remain active and listed on the portal for 30 days. Upon expiration, inactive treatment plans will be deleted from a patient's record.

When will the new features be available to use?

The new provider portal with enhanced functionality is live and can be used as a resource for your practice immediately.

How do I access the enhanced provider portal?

Access to the provider portal has not changed. Please visit [UHCdental.com](https://www.uhc.com/dental) and use your current credentials to begin using the enhanced resource.

How can I learn how to use the new provider portal enhancements?

Explore this [self-paced training module](#) to learn more about the new features and functionality of the provider portal

Who do I contact if I have questions about the new provider portal?

We are here to help you every step of the way. Please reach out to Provider Services at **800-822-5353** with any questions about the provider portal enhancements or how to use the new features.