

HealthPlex Commercial PPO Plans

Quick Reference Guide



UHCdental.com

The Provider Web Portal may be used to check eligibility, submit claims, and to access useful information regarding plan coverage. New users will need to register for the portal to get a username and password.



Provider services

Phone: **1-877-363-4627**

Dedicated Services Representatives

• 8 a.m.–8 p.m. ET Monday–Friday (IVR: 24/7)



Prior authorization

Online at **UHCdental.com**

Submit via mail by sending to:
 Pretreatment Estimates (PTE)/Preauthorizations
 Dental Claim (onshore restrict)
 P.O. Box 30605
 Salt Lake City, UT 84130-0605
1-877-363-4627



Claims

Claims address and EDI payer ID

Dental claim
 P.O. Box 30567
 Salt Lake City, UT 84130
1-877-363-4627

EDI Payer ID: 52133

Corrected claims or adjustments

P.O. Box 30567
 Salt Lake City, UT 84130
1-877-363-4627

Claim disputes or appeals

Dental Appeals
 P.O. Box 30569
 Salt Lake City, UT 84130-0569
1-877-363-4627

Claims may be submitted electronically via your clearinghouse, online via the provider portal or via the mailing addresses here.

Important notes

This guide is intended to be used for quick reference and may not contain all of the necessary information; it is subject to change without notice. For current detailed benefit information, please visit the provider web portal or contact our provider services toll free number.

ePayment Center

UnitedHealthcare offers free electronic payment services through an electronic payment platform called ePayment Center to accelerate and add efficiency to our claims payment process.

Through the ePayment Center, we offer a no-fee Automated Clearing House (ACH) delivery of claim payments with access to remittance files via download. Delivery of 835 files to clearing houses is available directly through the ePayment Center enrollment portal.

ePayment Center allows you to:

- Improve cash flow with faster primary payments and speed up secondary filing/patient collections
- Access your payment remittance remotely and securely 24/7
- Streamline reconciliation with automated payment posting capabilities
- Download remittances in various formats (835, CSV, PDF)
- Payment remittances stored securely online for 7 years

How to enroll:

How do we enroll in ePayment Center?

Enrolling in ePayment Center is simple. You can quickly register online.

1. Visit uhcdental.epayment.center/register
2. Complete the online form to request a registration code
3. Click on the link in the confirmation email you will receive to complete registration and account setup
4. Once logged into the portal at uhcdental.epayment.center
 - Enter your bank account information
 - Select remittance data delivery options
 - Review the ACH agreement to ensure all data is correct
 - Click “Submit”
 - You will receive a confirmation email from ePayment Center and you can start using it immediately

Please note, your bank account will undergo a pre-notification, validation process prior to electronic fund transfer delivery—this may take up to 6 business days.

UnitedHealthcare also offers additional services such as Virtual Credit Card and ACH+ through Zelis.

How do we enroll in Zelis Payments?

- One call is all you need to get started! Contact Zelis Payments at **1-855-496-1571**.

