

Dental Provider Guide

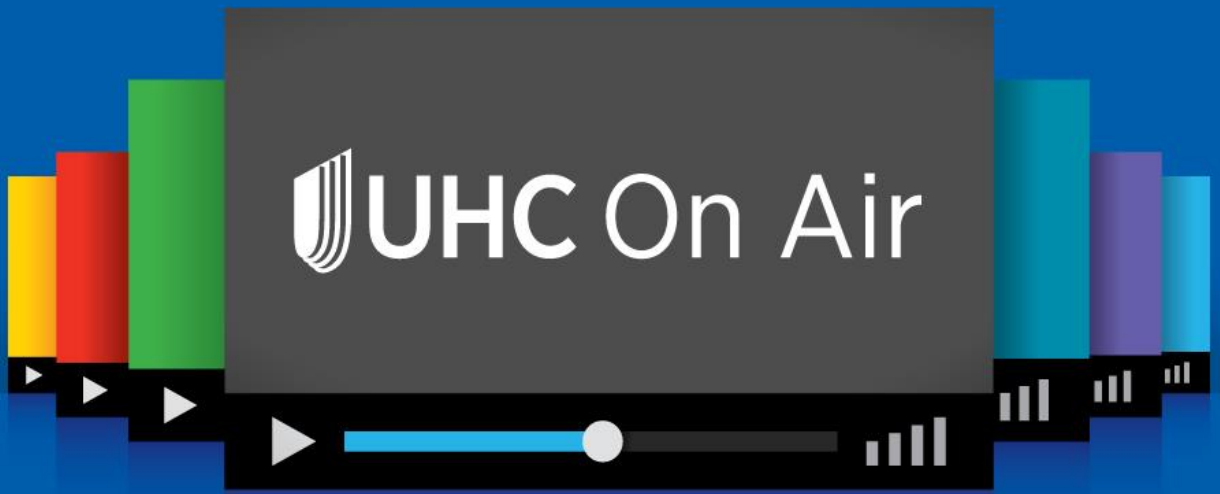


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Overview Of UHC On Air

UHC On Air is UnitedHealthcare's video communication platform for UnitedHealthcare providers. It's a fun and personal way to interact with your provider community, and provides access to live and on-demand education and training video broadcasts on a range of topics including:


- Claims and processing
- Product training
- Reform and regulations
- Accountable care tools and programs

How To Access UHC On Air

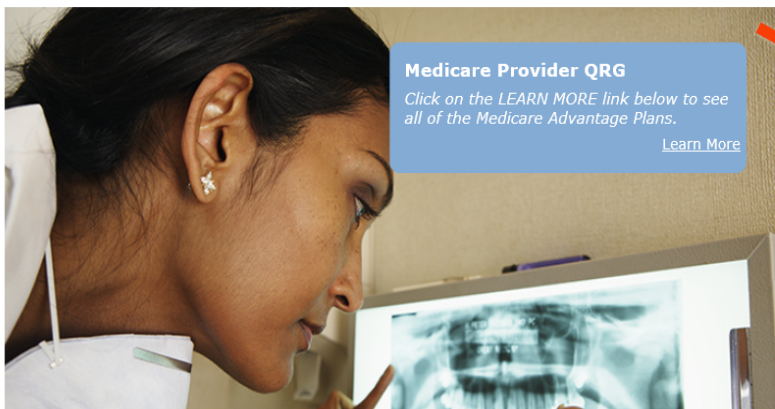
Follow these steps to access UHC On Air.

✓ 1. Go to UHCDental.com

On our home page at UHCDental.com, please log in via the provider login or create a profile and register if this is your first time logging into the portal. See the screenshots below.


[Home](#)
[Provider Search](#)
[FAQ](#)
[Join Our Network](#)
[Claim Information](#)
[Resources](#)

Welcome to the UnitedHealthcare Dental Provider Portal



Medicare Provider QRG

Click on the [LEARN MORE](#) link below to see all of the Medicare Advantage Plans.

[Learn More](#)

First Time User?

[REGISTER](#)

Get a username and password through our free registration process.

Provider Log In

[LOG IN](#)

Forgot your [password](#)?
Forgot your [username](#)?

Community & State

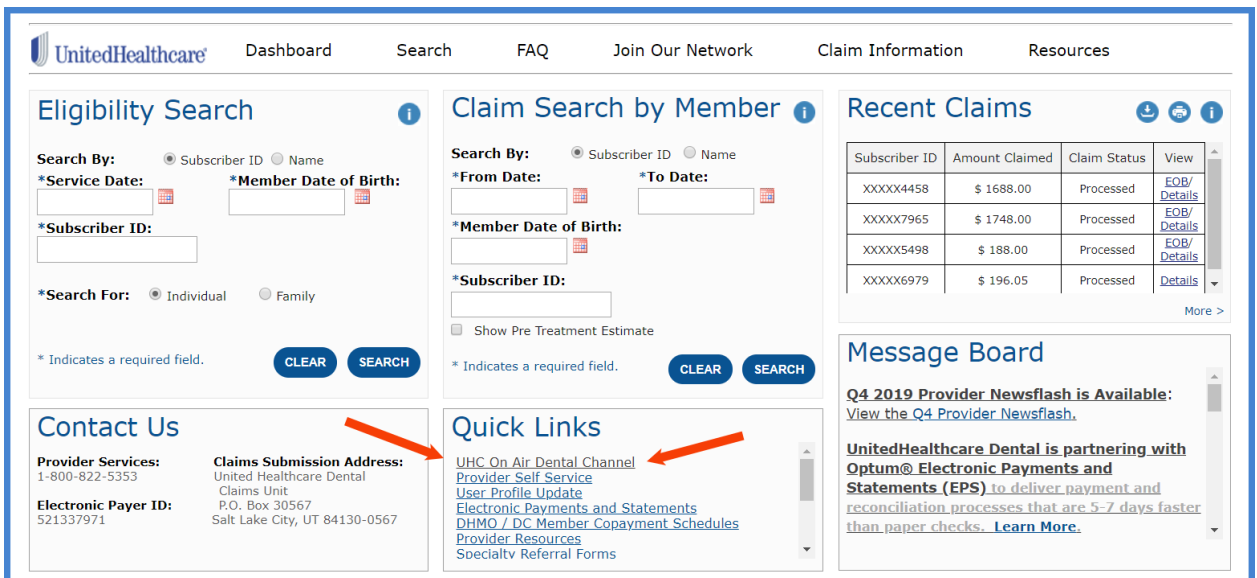
Practitioners currently serving Medicaid/DSNP plans, the plan is administered on a different website.

To service this membership, please click [here](#).

You must have an Optum ID to gain access to the UHCDental.com portal. If you need an Optum ID, you can create one by clicking on "REGISTER."

✓ 2. Accessing UHC On Air after logging into UHCDental.com

Once you are logged into the UHCDental.com portal, on the main page there is a section called "Quick Links." The UHC On Air link is kept there. Click on the "UHC On Air Dental Channel" link and you will be taken to the UHC Dental On Air main dashboard.





The screenshot displays the UHCDental.com portal dashboard. At the top, there is a navigation bar with the UnitedHealthcare logo and links for Dashboard, Search, FAQ, Join Our Network, Claim Information, and Resources. The main content area is divided into several sections:

- Eligibility Search:** Includes fields for Search By (Subscriber ID or Name), Service Date, Member Date of Birth, Subscriber ID, and Search For (Individual or Family). It has CLEAR and SEARCH buttons.
- Claim Search by Member:** Similar to Eligibility Search, but includes a checkbox for "Show Pre Treatment Estimate".
- Recent Claims:** A table showing recent claims with columns for Subscriber ID, Amount Claimed, Claim Status, and View. The table lists four claims with details like "Processed" status and "EOB/Details" links.
- Message Board:** Contains announcements such as "Q4 2019 Provider Newsflash is Available" and "UnitedHealthcare Dental is partnering with Optum® Electronic Payments and Statements (EPS)".
- Contact Us:** Provides contact information for Provider Services (1-800-822-5353) and Claims Submission Address (United Healthcare Dental Claims Unit, P.O. Box 30567, Salt Lake City, UT 84130-0567).
- Quick Links:** A list of links including "UHC On Air Dental Channel", "Provider Self Service", "User Profile Update", "Electronic Payments and Statements", "DHMO / DC Member Copayment Schedules", "Provider Resources", and "Specialty Referral Forms".

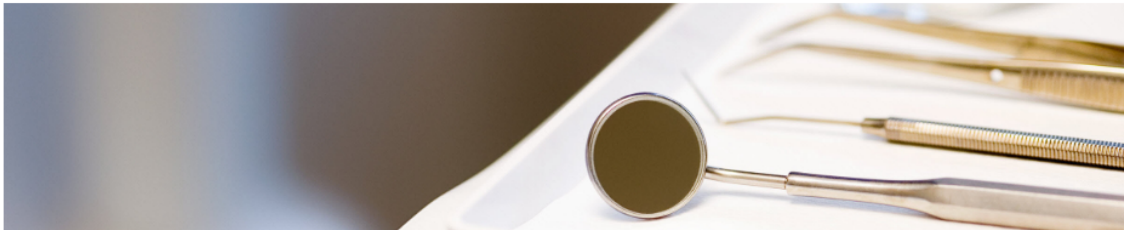
Two red arrows point to the "UHC On Air Dental Channel" link in the Quick Links section and the "Claims Submission Address" in the Contact Us section.

✓ 3. Explore UHC On Air content

Once you are in UHC On Air Dental channel, you will see the page below.

Dental Provider Education



NEWS NOW


COMMERCIAL

MEDICAID

REGULATORY


NETWORK TEAMS

NEWS NOW (UnitedHealthcare Dental News Now)



NEWS NOW
CHANNEL

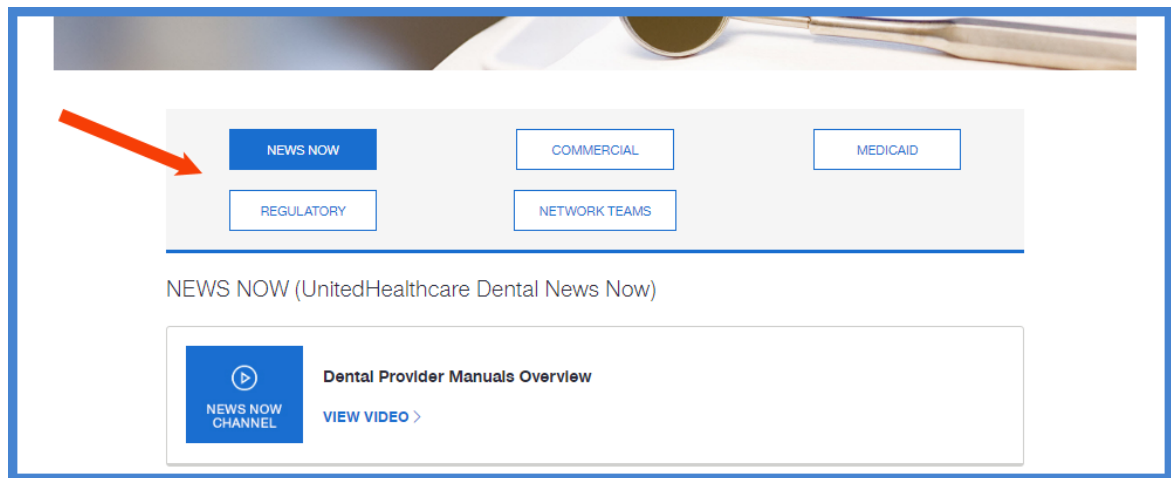
Dental Provider Manuals Overview
[VIEW VIDEO >](#)





NEWS NOW
CHANNEL

Dental Provider Products Overview
[VIEW VIDEO >](#)

There are a few ways to navigate the UHC On Air content. The video content is separated by topics such as Commercial, Medicaid, and a number of other subjects as shown below. Video content on a variety of topics will continue to expand.



Some videos are required learning depending on the market. In these situations, providers and their office staff will need to disclose some basic tracking information prior to viewing the videos.

Attestation Form VID - 6132009700001

Provide your information to receive credit for course completion:

First name*	Last name*	Email address*
<input type="text"/>	<input type="text"/>	<input type="text" value="anyname@domain.com"/>
State*	NPI*	Facility/Practice Name*
<input type="text" value="Select State"/>	<input type="text"/>	<input type="text"/>
Course Name		
<input type="text" value="Fraud Waste and Abuse"/>		

Fields marked with an asterisk * are required.

[SUBMIT](#)

By providing your email address, you are agreeing to the terms and conditions on Subscribing to Online Communication in our privacy policy.

#1 Q: How do I access UHC On Air?

A: All UnitedHealthcare providers with an Optum ID will have access to UHC On Air through the UHCDental.com Quick Links.

#2 Q: How do I watch a program?

A: To watch a program in UHC On Air, click on a topic, then select a program you would like to view.

#3 Q: What are the system requirements to view a presentation?

A: Chrome is the preferred browser to watch UHC On Air presentations, though it is possible to view with any browser. If you are watching on Internet Explorer, confirm you have Flash enabled.

#4 Q: I can't hear audio what should I do?

- A:
- You may have been disconnected from the webcast. Refresh your browser by hitting F5 on your keyboard for PC or Command-R on a Mac.
 - Confirm your system is compatible.
 - Check your computer speakers and ensure the volume is adequate. Locate your operating system's speaker icon, usually in the bottom right or top right corner of your screen, and ensure the system volume is adequate.

Q: What should I do if I can't see the video?

A:

- Not all presentations have a video component. If you hear audio, but do not see video, the presentation may be audio only.
- If you are connected over VPN, disconnect from it and refresh the page. If you are using Wi-Fi, try connecting to the Internet directly via Ethernet cable.
- The media player will automatically adapt the video quality down depending on your available bandwidth. The lowest adaption is an audio only stream. If you are on a slow internet connection or on a shared network, you may experience moments of buffering or choppiness. If you are viewing from an office and you need to reduce network traffic, consider watching on one display as a group. If you cannot hear audio, and do not see video and you are watching on Internet Explorer (IE), make sure you have Flash enabled. Follow these steps to confirm that Flash is installed / enabled: <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>.

Questions



Request a follow up from your provider advocate: **1-800-822-5353**

General questions: Brian Head, Project Manager, Dental
Provider Solutions, brian.head@uhc.com