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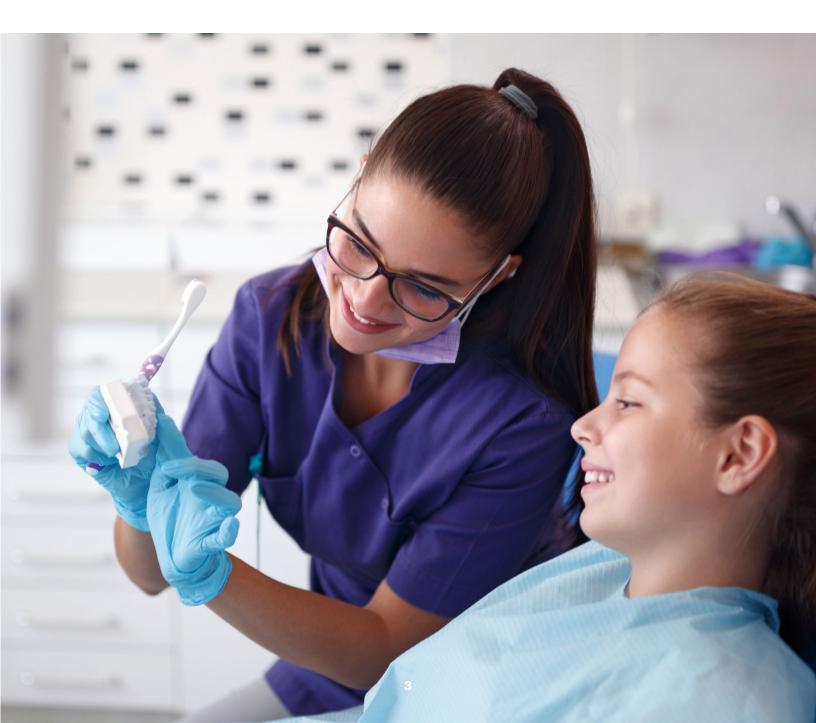
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# Overview of UHC On Air

UHC On Air is the UnitedHealthcare online education platform for dental professionals. You can meet your provider support community and view on-demand education and training courses. Explore resources on topics to help you serve your patients and your practice, including:

- Claims and processing
- Product training
- Reform and regulations
- Online tools

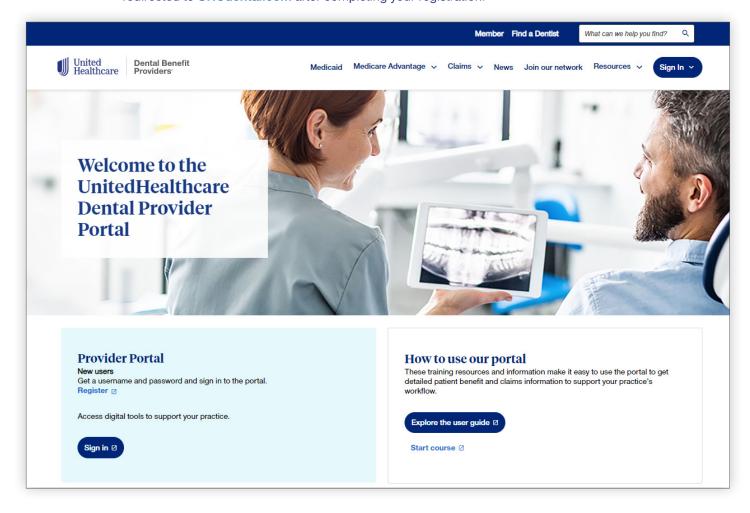




## How to access UHC On Air

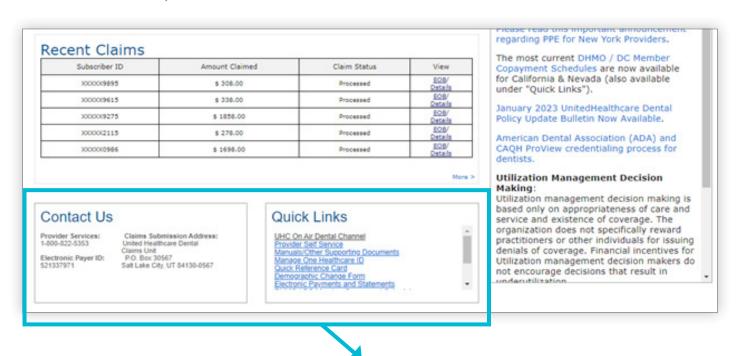
Go to **UHCdental.com** and follow these instructions to get started:

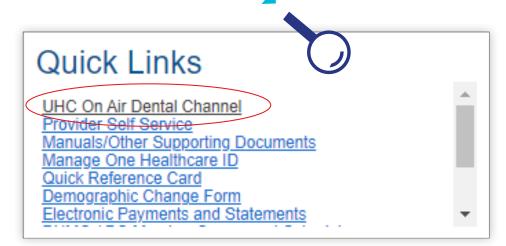
- If you're a current user, click on the Provider Sign In button
- If you're a first-time user, click on Register to create a profile with your One Healthcare ID. You'll be redirected to **UHCdental.com** after completing your registration.





In the Quick Links section, select UHC On Air Dental Channel.

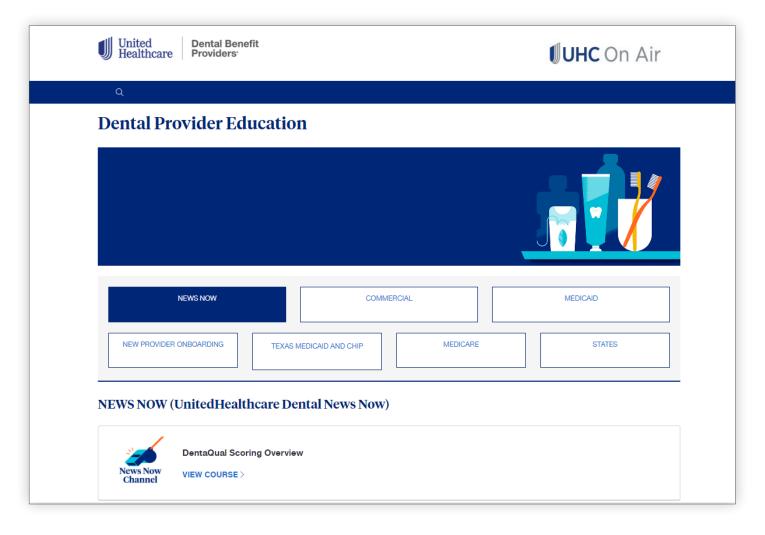




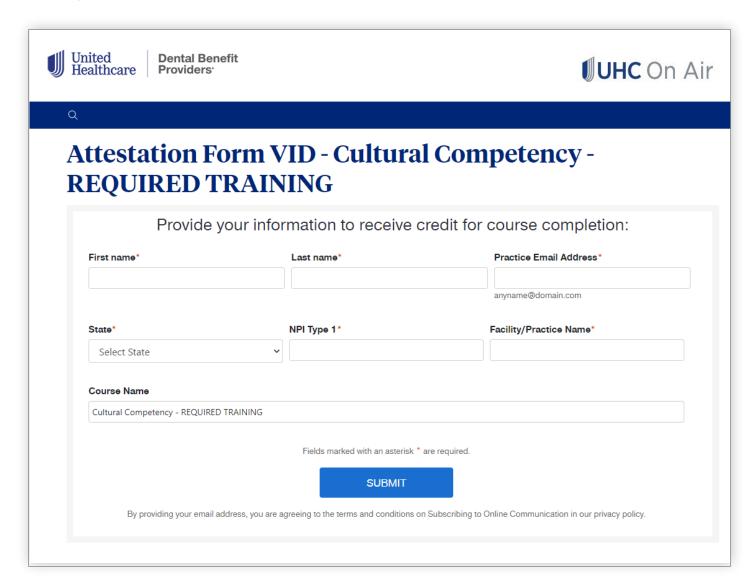


# How to navigate UHC On Air

Online courses are grouped into different categories, as shown below. You'll want to check back often as new topics are regularly added.



Some courses are state required trainings. You will need to complete an attestation form prior to accessing the course and receive credit upon completion.







## Frequently asked questions

#### **How do I access UHC On Air?**

Log in to UHCdental.com with your One Healthcare ID username and go to Quick Links to select UHC On Air Dental Channel.

#### How do I view an online course?

Select the category, then choose a course from the list and click to start.

### What are the system requirements to view a course?

Chrome is the preferred browser, but you can watch UHC On Air courses using any browser. If you're on Internet Explorer, you must enable Flash player.

### I can't hear audio when watching an online course. What should I do?

Use these steps to troubleshoot if you're not hearing sound:

- · Check the volume on your computer by clicking the speaker icon, usually at the bottom right or top right of your screen. Slide the indicator to an adequate volume. If the volume is muted, click the icon to unmute.
- · Check if your computer speakers are plugged in and turned on, and that the volume is at an adequate level
- · You may have been disconnected from the webcast. If you're using a PC, refresh your browser by clicking F5 on your keyboard. On a Mac, use Command-R.
- · Confirm that your system is compatible

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

Use these steps to troubleshoot if the online course doesn't appear on your computer:

- Not all courses have a video component. If you hear audio but do not see video, the course may be audio only.
- If you're connected over VPN, disconnect and refresh the page
- · If you're using Wi-Fi, you can connect directly to the internet through an Ethernet cable
- If you're on a slow internet connection or a shared connection, you may experience some buffering or choppiness. The media player automatically adapts the video quality to your available bandwidth, with the lowest adaptation an audio-only stream. If you're watching from an office and need to reduce network traffic, consider watching the online course as a group on 1 display.
- If you don't see the video or hear audio, and you're using Internet Explorer, verify that Flash player is enabled



## We're here to help

For questions about accessing or using UHC On Air, contact Provider Services at 800-822-5353.



