



UHC On Air Dental Provider Guide



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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.

The screenshot shows the UnitedHealthcare Dental Provider Portal homepage. At the top, there is a dark blue navigation bar with links for 'Member', 'Find a Dentist', and a search bar. Below this is a white header with the UnitedHealthcare logo, 'Dental Benefit Providers', and links for 'Medicaid', 'Medicare Advantage', 'Claims', 'News', 'Join our network', 'Resources', and a 'Sign In' button. The main content area features a large image of a dentist and a patient looking at a tablet displaying a dental X-ray. Overlaid on the left is a white box with the text 'Welcome to the UnitedHealthcare Dental Provider Portal'. Below this, there are two columns. The left column, titled 'Provider Portal', includes a 'New users' section with a 'Register' link and a 'Sign in' button. The right column, titled 'How to use our portal', includes a description of training resources and links for 'Explore the user guide' and 'Start course'. A decorative blue and white wavy graphic is at the bottom of the page.

Welcome to the UnitedHealthcare Dental Provider Portal

Provider Portal
New users
Get a username and password and sign in to the portal.
[Register](#)

Access digital tools to support your practice.

[Sign in](#)

How to use our portal
These training resources and information make it easy to use the portal to get detailed patient benefit and claims information to support your practice's workflow.

[Explore the user guide](#)

[Start course](#)

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

Recent Claims

Subscriber ID	Amount Claimed	Claim Status	View
XXXXX9895	\$ 308.00	Processed	EOB/Details
XXXXX9615	\$ 338.00	Processed	EOB/Details
XXXXX9275	\$ 1858.00	Processed	EOB/Details
XXXXX2115	\$ 278.00	Processed	EOB/Details
XXXXX9886	\$ 1698.00	Processed	EOB/Details

[More >](#)

Contact Us

Provider Services:
1-800-822-5353

Electronic Payer ID:
521337971

Claims Submission Address:
United Healthcare Dental
Claims Unit
P.O. Box 30567
Salt Lake City, UT 84130-0567

Quick Links

- [UHC On Air Dental Channel](#)
- [Provider Self Service](#)
- [Manuals/Other Supporting Documents](#)
- [Manage One Healthcare ID](#)
- [Quick Reference Card](#)
- [Demographic Change Form](#)
- [Electronic Payments and Statements](#)

Please read this important announcement regarding PPE for New York Providers.

The most current DHMO / DC Member Copayment Schedules are now available for California & Nevada (also available under "Quick Links").

January 2023 UnitedHealthcare Dental Policy Update Bulletin Now Available.

American Dental Association (ADA) and CAQH ProView credentialing process for dentists.

Utilization Management Decision Making:

Utilization management decision making is based only on appropriateness of care and service and existence of coverage. The organization does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for Utilization management decision makers do not encourage decisions that result in underutilization.

Quick Links

- [UHC On Air Dental Channel](#)
- [Provider Self Service](#)
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- [Electronic Payments and Statements](#)




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.



Dental Benefit ProvidersSM





Dental Provider Education



NEWS NOW

COMMERCIAL

MEDICAID

NEW PROVIDER ONBOARDING

TEXAS MEDICAID AND CHIP

MEDICARE

STATES

NEWS NOW (UnitedHealthcare Dental News Now)



DentaQual Scoring Overview

[VIEW COURSE >](#)

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



Dental Benefit
Providers*



Attestation Form VID - Cultural Competency - REQUIRED TRAINING

Provide your information to receive credit for course completion:

First name*

Last name*

Practice Email Address*

anyname@domain.com

State*

NPI Type 1*

Facility/Practice Name*

Course Name

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.



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**.