



2024 Provider Manual updates

UnitedHealthcare Dental Commercial PPO and Medicare Provider Manual

This document provides a summary of key updates made to the provider manual throughout the year. Please refer to the UnitedHealthcare Dental Commercial PPO and Medicare Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at UHCdental.com.

December 10, 2024 Updates summary

Section 1 Introduction

- Added Medicare to Introduction
- Added “Required training” section

Section 6.2 Claim submission required elements and best practices

- Updated hyperlink to the ADA store

Section 7 COVID-19 information and resources

- Deleted Section 7 COVID-19 information and resources from manual

Section 11.8 Cultural competency

- Deleted hyperlink to <http://www.hrsa.gov/culturalcompetence/index.html>

Appendix A.1.d Private label clients

- Updated language to include Medicare private label

Appendix A.2 Demographic Change Form

- Updated Demographic Change Form

Appendix A.4 Fraud, Waste, and Abuse training tools for staff

- Added hyperlink to CMS resources

July 1, 2024 Updates summary

Section 1 Introduction

- Added “For the Veterans Affairs Community Care Network (VA CCN) program Provider Manual, click [HERE](#).”
- Deleted “Preferred” from Discount Program name
- Updated “UHC On Air” section and replaced with “Provider Online Academy”

Section 2.1 Quick reference guides – addresses and phone numbers

- Deleted “8am-9pm EST” from hours
- Added note for where to find Private Label Portfolio Reference Guide

Section 4 Member benefits/exclusions & limitations

- Added Medicare Clinical Guidelines link
- Updated services guidelines

Section 5 Radiographs

- Added Medicare Clinical Guidelines link

Section 7.2.B Site Visits

- Updated “Clinical Affairs Committee” to “Peer Review Committee”

Section 7.4 Preventive health guideline

- Deleted “Healthy People 2020 and”
- Deleted “that are then reviewed and endorsed by the UnitedHealthcare National Medical Care Management Committee (NMCMC)”

Section 7.5 Addressing the opioid epidemic

- Deleted section from manual

Section 8.6 Utilization review

- Deleted “Clinical Affairs Committee”

Section 10 Practice capacity & appointment scheduling standards

- Updated section name to “Patient access”

Section 11 Plan specific information

- Deleted section from manual

Section 12 Medicare Advantage Regulatory Requirements Addendum Dental Benefit Providers, Inc., Provider (if applicable)

- Updated section name to “Medicare Advantage Regulatory Requirements”

Section A.5 Determination of “necessary” services

- Deleted section from manual



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