

Dental Provider Guide

The logo features a stylized icon of a person's head and shoulders on the left, followed by the text "UHC On Air" in a white, sans-serif font. The entire logo is centered on a dark gray rectangular background.

UHC On Air

Table of Contents

Overview Of UHC On Air.....	3
How To Access UHC On Air.....	4-7
Frequently Asked Questions.....	8-9
Questions & Contact Information.....	10



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:

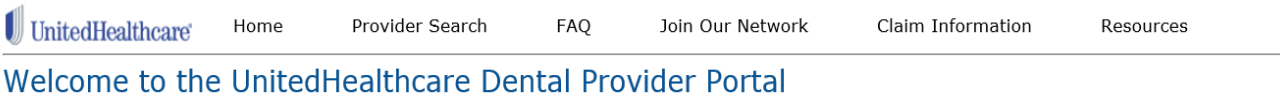
- Claims and processing
- Product training
- Reform and regulations
- Accountable care tools and programs

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.



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 shows 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. Below this, the dashboard is divided into several sections:

- Eligibility Search:** Includes search criteria for Service Date, Member Date of Birth, and Subscriber ID, with options for Individual or Family search.
- Claim Search by Member:** Similar search criteria for From Date, To Date, and Member Date of Birth, with a checkbox for 'Show Pre Treatment Estimate'.
- Recent Claims:** A table listing recent claims with columns for Subscriber ID, Amount Claimed, Claim Status, and View (with links for EOB/Details).
- Message Board:** Contains a notice about Q4 2019 Provider Newsflash and a partnership announcement with Optum@ regarding Electronic Payments and Statements (EPS).
- Contact Us:** Provides provider services and claims submission address information.
- 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](#). An orange arrow points to the 'UHC On Air Dental Channel' link.

✓ 3. Explore UHC On Air content

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

UnitedHealthcare® UHC On Air

Dental Provider Education

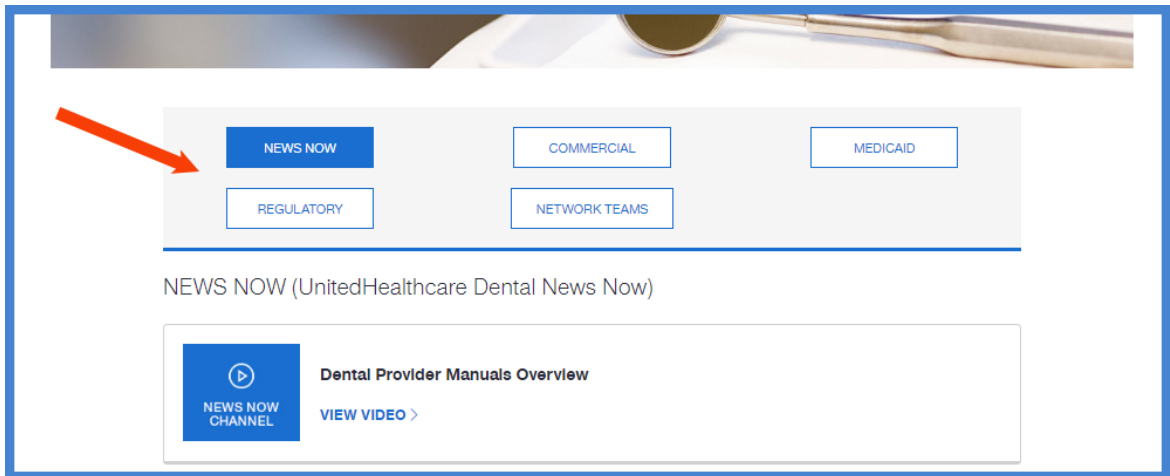
NEWS NOW REGULATORY COMMERCIAL NETWORK TEAMS MEDICAID

NEWS NOW (UnitedHealthcare Dental News Now)



Dental Provider Manuals Overview
VIEW VIDEO >

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.

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