



Dental Plan

Frequently asked questions

1. Q: Will I get a UnitedHealthcare dental ID card?

A: All new members get an ID card. If you already have a UnitedHealthcare dental plan, you may not get a new card. Keep using the one you have. Your card only lists the name of the person who signed up for the plan, but everyone your plan covers should use the card. Be sure to bring it with you each time you see the dentist.

Print your ID card anytime at myuhc.com®.

2. Q: How do I make an appointment?

A: Call your dentist to make an appointment. Let the dental office know you have a UnitedHealthcare dental plan, and show your dental ID card at your appointment.

3. Q: How do I check on a claim?

A: To check on a claim, log in to your member website at myuhc.com. Or call the toll-free customer care number on your ID card. The automated system is available 24 hours a day, 7 days a week.

4. Q: Do I need to see a dentist in the network?

A: You'll get discounts and save money when you see a dentist in the network. Your out-of-pockets costs will almost always be higher if you see a dentist outside the network.

5. Q: Does UnitedHealthcare pay out-of-network dentists directly?

A: UnitedHealthcare pays all dentists directly. We can't require out-of-network dentists to accept payments from us, but most do.

6. Q: How can I find a dentist in the network?

A: Finding a network dentist is easy. You have two options:

1. Log in to myuhc.com and use the [Find a Dentist](#) tool. You'll see a list of dentists who are part of your network. (If you don't log in to the member website, you can still use the search tool, but you have to choose your network from the list. The name of your network is printed on your ID card.)

2. Call the customer care number on your ID card.

If a network dental provider is not available within a reasonable distance of where you live or work, you may be referred or directed to an out-of-network dental provider. Please see your official dental plan documents for all of the details about your plan coverage.

7. Q: Can I ask UnitedHealthcare to add my dentist to the network?

A: If you want your dentist to be part of the network, visit myuhc.com and fill out the provider nomination form. Or call customer care at the number on your ID card.

8. Q: I started dental work when I had a different insurance plan. What happens now?

A: Your old plan should pay for any dental work that was started until it's finished. For example, if your dentist did prep work for a crown on December 29 but didn't place the crown until after you switched to UnitedHealthcare on January 1, your old dental plan will cover the charges for the whole procedure.

On your dental bill, if the date you received care is before you switched to UnitedHealthcare, submit a claim to your old plan. (In some cases, depending on what your old plan covered, you may need to pay the bill.) UnitedHealthcare will handle any dental care you receive after January 1.

9. Q: What happens if I switch to UnitedHealthcare when I have braces?

A: If you switch dental plans when you have braces, your new UnitedHealthcare plan will pay for your care on a prorated basis. Your coverage will depend on the time left in your treatment plan and your benefit level.

10. Q: How do I submit a claim?

A: In most cases, your dentist will submit your claim for you. If you need to submit a claim, send it to the address listed on your ID card:

UnitedHealthcare

Attn: Claims Unit
P.O. Box 30567
Salt Lake City, UT 84130-0567

Need help?

Visit myuhc.com.

Log in to your member website for 24/7 access to personal details about your dental plan:

- Get tips on taking care of your teeth and gums
- Watch dental health videos
- Estimate treatment costs
- Search for dentists
- Print an ID card
- View your claims history

Call toll-free.

Call customer care at the number on your ID card anytime you have a question. The automated system is available 24 hours a day, 7 days a week.

The company does not treat members differently because of sex, age, race, color, disability or national origin. If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

Online: UHC_Civil_Rights@uhc.com

Mail: Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608 Salt Lake City, UTAH 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call 1-800-445-9090, TTY 711. You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

You have the right to get help and information in your language at no cost. To request an interpreter, call the toll-free member phone number listed on your health plan ID card, press 0. TTY 711.

Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan de salud y presione 0. TTY 711

您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥打您健保計劃會員卡上的免付費會員電話號碼，再按 0。聽力語言殘障服務專線 711

Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số điện thoại miễn phí dành cho hội viên được nêu trên thẻ ID chương trình bảo hiểm y tế của quý vị, bấm số 0. TTY 711

귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드에 기재된 무료 회원 전화번호로 전화하여 0번을 누르십시오. TTY 711

May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tawagan ang toll-free na numero ng telepono na nakalagay sa iyong ID card ng planong pangkalusugan, pindutin ang 0. TTY 711

UnitedHealthcare dental coverage underwritten by UnitedHealthcare Insurance Company, located in Hartford, Connecticut, UnitedHealthcare Insurance Company of New York, located in Islandia, New York, or their affiliates. Administrative services provided by Dental Benefit Providers, Inc., Dental Benefit Administrative Services (CA only), DBP Services (NY only), United HealthCare Services, Inc. or their affiliates. Plans sold in Texas use policy form number DPOL.06.TX and associated COC form number DCOC.CER.06. Plans sold in Virginia use policy form number DPOL.06.VA and associated COC form number DCOC.CER.06.VA. This policy has exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact either your broker or UnitedHealthcare Insurance Company.

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Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по бесплатному номеру телефона, указанному на обратной стороне вашей идентификационной карты и нажмите 0. Линия TTY 711

لك الحق في الحصول على المساعدة والمعلومات بلغتك دون تحمل أي تكلفة. لطلب مترجم فوري، اتصل برقم الهاتف المجاني الخاص بالأعضاء المدرج ببطاقة مُعرّف العضوية الخاصة بخطتك الصحية، واضغط على 0. الهاتف النصي (TTY) 711

Ou gen dwa pou jwenn èd ak enfòmasyon nan lang natifnatal ou gratis. Pou mande yon entèprèt, rele nimewo gratis manm lan ki endike sou kat ID plan sante ou, peze 0. TTY 711

Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé et appuyez sur la touche 0. ATS 711.

Você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para solicitar um intérprete, ligue para o número de telefone gratuito que consta no cartão de ID do seu plano de saúde, pressione 0. TTY 711

Masz prawo do uzyskania bezpłatnej informacji i pomocy w własnym języku. Po usługi tłumacza zadzwoń pod bezpłatny numer umieszczony na karcie identyfikacyjnej planu medycznego i wciśnij 0. TTY 711

Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die gebührenfreie Nummer auf Ihrer Krankenversicherungskarte an und drücken Sie die 0. TTY 711

ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、医療プランのIDカードに記載されているメンバー用のフリーダイヤルまでお電話の上、0を押してください。TTY専用番号は711です。

شما حق دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. برای درخواست مترجم شفاهی با شماره تلفن رایگان قید شده در کارت شناسایی برنامه بهداشتی خود تماس حاصل نموده و 0 را فشار دهید. TTY 711

Hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per richiedere un interprete, chiama il numero telefonico verde indicato sulla tua tessera identificativa del piano sanitario e premi lo 0. Dispositivi per non udenti/TTY: 711

