

UnitedHealthcare Community Plan Dental Guide

United
Healthcare
Community Plan



Welcome to UnitedHealthcare Community Plan Dental

UnitedHealthcare Community Plan provides dental benefits to our members. We are committed to providing quality dental care for you. UnitedHealthcare contracts with dental providers and dental clinics so you have access to all the dental services you need. We cover preventive care, check-ups, and dental treatment services.

This guide contains important information about your Dental coverage. You should keep this guide for when you need information about the plan. Refer to the UnitedHealthcare Community Plan Member Handbook for more information about other benefits. You can find your handbook online at myuhc.com/CommunityPlan or UHCCommunityPlan.com/Michigan. If you would like a printed copy of the Member Handbook, please call Member Services at **1-800-903-5253**, TTY **711**.

Eligibility

We offer dental coverage to all beneficiaries ages 19 and older enrolled in Healthy Michigan Plan, as well as all enrollees ages 21 and older, enrolled in Medicaid.

Please note: Children under age 21 and enrolled in Medicaid are automatically enrolled into the **Healthy Kids Dental program**. The two plans available are Blue Cross Blue Shield of Michigan and Delta Dental of Michigan. You will get an identification card and Member Handbook from the dental plan you are enrolled in. If you are enrolled in this program, please refer to your Healthy Kids Dental Member Handbook for information on your dental benefits. You can also call the Michigan Beneficiary Helpline at 800-642-3195 for help.

Blue Cross Blue Shield of Michigan
<https://www.bcbsm.com/index.html>
Michigan Health Insurance Plans | BCBSM
Phone: 800-936-0935

Delta Dental of Michigan
<https://www.deltadentalmi.com/>
Individual Dental Plans | Delta Dental of Michigan
Phone: 866-696-7441

UnitedHealthcare Community Plan Dental

Important information



For dental emergencies

Call your dental office or UnitedHealthcare Dental.



For medical emergencies

Dial 911 or go to the nearest emergency room.

UnitedHealthcare Dental Member Services

We're here for you 24/7.

Interpreter services are available for all Member Services calls.

1-800-903-5253,
TTY 711

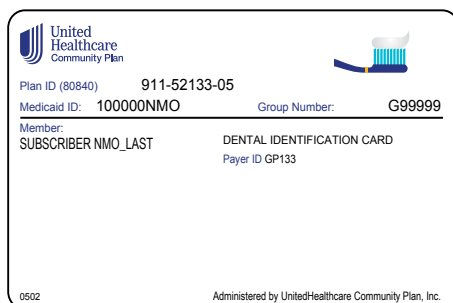
You can access information on the UnitedHealthcare Community Plan website 24 hours a day, 7 days a week.

[UHCommunityPlan.com/
Michigan](http://UHCommunityPlan.com/Michigan)



Your ID card

You should have received a Dental ID Card in the mail. You will need to show this card every time you see a dental provider.



Transportation services

If you do not have a ride to get dental care and services, UnitedHealthcare Community Plan may provide transportation at no cost or gas reimbursement for you. You can call **1-877-892-3995** or reserve a ride online by visiting www.member.logisticare.com. It is best to call 4 days in advance to arrange transportation or gas reimbursement.

How the UnitedHealthcare Community Plan dental program works

You must choose a dental provider in the UnitedHealthcare network. The Provider Directory lists all participating dentists in the network and can be viewed on uhccp.com/Michigan. Please contact Member Services or visit the website for the most current list of dentists in your area before receiving services.

Here are some dental providers you may see:

- **General dentist** – Treats adults
- **Endodontist** – Specializes in saving teeth; they do root canals
- **Periodontist** – Provides treatment for gum disease
- **Oral surgeon** – Performs dental surgery, including difficult extractions
- **Dental hygienist** – Cleans teeth and provide oral health education
- **Dental assistant** – Assists the dental provider during treatment



Regular dental care

Regular dental care is just as important as medical care. You should go to the dentist for regular check-ups.

The dentist or dental hygienist will examine your mouth. The examination will include the teeth, gums, tongue, lips, and roof of mouth. The dentist may order a few X-rays to see if there is tooth decay. You may also have your teeth cleaned.



Making appointments

When you call your dental office to make an appointment you should let them know why you are making an appointment. For example “I need my teeth cleaned,” “I have a toothache.” The office will ask you some questions about you. They will ask for your names, address, phone number and insurance coverage. Make sure you have your UnitedHealthcare Community Plan card handy. The dental office will need the information on the card to make the appointment. Make sure you write down the date and time of the appointment. Tell the office if you will need an interpreter to meet you there.

Dental providers should be able to give you an appointment for you within these time frames:

- **First time non urgent visit/check-up** – No more than 60 days or 2 months
- **Urgent dental appointment** – No more than 48 hours or 2 days

If you have any trouble making an appointment call Member Services and they can help you.

Canceling appointments

We know that sometimes you may need to cancel an appointment. Make sure that you call the office as soon as possible if you need to cancel. You should give the office at least 24 to 48 hours' notice. That way they can schedule someone else who needs dental care at that time. If you miss too many appointments and don't call the office to cancel they may not give you another appointment.

Remember: If you cancel an appointment and you also had transportation and/or an interpreter scheduled you need to cancel these too.

Changing your dentist

You can change dental providers at any time. Just make sure they are part of the UnitedHealthcare Community Plan network. Member Services can also help you find a new dental provider. If you do change dental providers you should ask them to send your records to your new provider.

If your dentist leaves the network

Sometimes dentists leave our network. They move or retire. If your dental provider leaves the network we will send you a letter to let you know. Member Services can help you find a new dentist. Sometimes UnitedHealthcare will let you get care from a dental provider who has left the network. This is called continuity of care and must be approved in advance.

Dental specialist

Sometimes your dentist will want you to see a dental specialist. Your dentist will let you know what type of specialist they want you to see. They can recommend someone or you can pick one on your own. Make sure who ever treats you is part of the UnitedHealthcare network. Member Services can help you find a provider.

Out of network providers

Sometimes you may need to see an out of network dental provider. Dental providers who are not part of the UnitedHealthcare Community Plan network will need to request prior authorization before they treat you. They need to contact UnitedHealthcare and tell us why you need to be treated by an out of network provider.

Non-covered services

- Cosmetic procedures (for example, tooth whitening)
- Dental implants
- Procedures considered experimental or investigational

UnitedHealthcare Community Plan dental benefits

Your UnitedHealthcare plan covers a wide range of dental treatments and services. These services include preventative, diagnostic and minor restorative and oral surgery. Orthodontia is not covered under this plan. Some dental services require “prior authorization” or approval before getting the service. If you have any questions about any of your dental services, please contact UnitedHealthcare Dental at **1-800-903-5253**, TTY **711**. We’re here for you 24/7.

In-plan benefits

Service type	Service description	How often and description
Periodontal services	Scaling and root planning (deep cleaning)	Every 2 years
	Periodontal maintenance	Every 6 months
Preventive services	Routine dental exams	Every 6 months
	Cleanings	Every 6 months
	Sealants (see Coverage limitations)	One every 3 years
	Fluoride	One every 6 months (only covered for 21 and under)
Diagnostic services	X-rays	Complete series – One every 5 years
		Bitewing – Once per year
		Panoramic film – One every 5 years
Restorative services	Fillings	As needed
	Dentures, partial or complete	As medically necessary – One every 5 years
	Crowns (see Coverage limitations)	One every 5 years
	Root canals	One per lifetime, same tooth
Oral surgery	Extractions or other mouth surgery	As medically necessary
Other dental services	Emergency dental care services	As medically necessary
	Other services	As medically necessary

Coverage limitations

Sealants: Coverage includes fully erupted first and second primary molars (A, B, I, J, K, L, S, T), fully erupted first and second permanent molars (2, 3, 14, 15, 18, 19, 30, 31), and fully erupted first and second permanent premolars (4, 5, 12, 13, 20, 21, 28, 29).

Crowns: Coverage is limited to full metal crowns on first and second permanent molars (2, 3, 14, 15, 18, 19, 30, 31). Porcelain and porcelain fused to metal crowns are limited to permanent first and second premolars, canines and incisors (4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29).



UnitedHealthcare Community Plan 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:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

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 the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8:30 a.m. – 5:30 p.m., Monday – Friday.

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**, **1-800-537-7697** (TDD)

Mail:

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8:30 a.m. – 5:30 p.m. Monday – Friday.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-903-5253, TTY 711**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-903-5253, TTY 711**.

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-800-903-5253** ، الهاتف النصي **711**.

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-800-903-5253** ，
或聽障專線 (TTY) **711**

MADETA: en maswtat lishana Aturaya, eten tishmiishta d lishana qa hayarta quray. Makhber **1-800-903-5253, TTY 711**.

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số, **1-800-903-5352, TTY 711**.

VËMENDJE: Nëse flisni shqip, keni në dispozicion shërbime asistence gjuhësore pa gagesë. Telefono **1-800-903-5253, TTY 711**.

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-903-5253, TTY 711**로 전화하십시오.

মনোযোগ: যদি আপনি বাঙ্গালী ভাষায় কথা বলেন, তবে আপনার জন্য ভাষা সহায়তা পরিসেবা বিনামূল্যে লভ্য হবে। ফোন করুন **1-800-903-5253** নম্বরে **TTY 711**।

UWAGA: jeżeli mówisz po polsku, możesz skorzystać z usługi bezpłatnej pomocy językowej pod numerem telefonu **1-800-903-5253, TTY 711**.

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie **1-800-903-5253, TTY 711**.

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-800-903-5253, TTY 711**.

ご注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号**1-800-903-5253**、または**TTY 711**（聴覚障害者・難聴者の方用）までご連絡ください。

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел. **1-800-903-5253, TTY 711**.

PAŽNJA: Ako govorite srpsko-hrvatski, možete dobiti besplatnu pomoć za usluge jezika. Pozovite **1-800-903-5253, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mag serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-800-903-5253, TTY 711**.