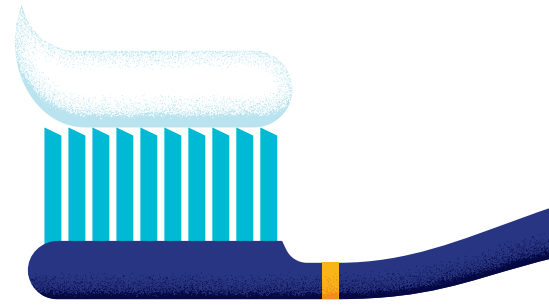




Answers to your dental plan questions



Your dental plan is designed to help take good care of you. To make your experience easier, below are answers to some frequently asked questions.

Will I get a UnitedHealthcare dental ID card?

Your dental plan includes the convenience of a digital ID card, available whenever you need it on myuhc.com® or your mobile app. Sign in to myuhc.com > View & Print Member ID Cards. Your card lists the subscriber, but everyone enrolled in the plan can use it.

If you prefer a printed copy of your card, simply sign in to myuhc.com, or call **1-800-445-9090**, TTY **711**.

How do I make an appointment?

Call your dentist to make an appointment. Let them know you have a UnitedHealthcare dental plan.

How do I check on a claim?

Simply sign in to myuhc.com, or call **1-800-445-9090**, TTY **711**.

Do I need to see a network dentist?

For members in a PPO plan, you'll save money by seeing a network dentist. If you see a dentist outside the network, your out-of-pocket costs will almost always be higher.

Does UnitedHealthcare pay out-of-network dentists directly?

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

Need help?

Visit myuhc.com. Sign in for 24/7 access to 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
- Access your digital dental ID card
- View your claims

How can I find a network dentist?

You have 2 options for finding network dentists:

- 1 Sign in to myuhc.com and use the Find a Dentist tool. You'll see a list of dentists who are part of your plan's network. (If you don't sign in to the website, you can still use the search tool, but you will have to choose your network from the list. The name of your network is on your ID card.)
- 2 Call the 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 to an out-of-network dental provider.

Can I ask UnitedHealthcare to add my dentist to the network?

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

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

Most routine dental treatments are completed in 1 day; however, there are exceptions when a treatment can require more than 1 visit. The treating dentist will determine the date of service based on industry norms and the insurance carrier in place on that date is responsible for the claim.

If you have additional complementary services that will be completed with UnitedHealthcare, have your dentist submit a pretreatment estimate.

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, UT 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 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, DC 20201

You have the right to get help and information in your language at no cost. To request an interpreter, call the toll-free number on your health plan ID card and 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**

What happens if I switch to UnitedHealthcare when I have braces?

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 orthodontic benefit level.

How do I submit a claim?

Network dentists will always submit your claim for you. In most cases, out-of-network dentists will submit your claim for you. If you need to submit a claim, send it to the address listed on your ID card.

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 нажмните 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 بطاقة 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 we własnym języku. Po usługi tłumacza zadzwoń pod bezpłatny numer umieszczony na karcie identyfikacyjnej planu medycznego i wcisnij 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、情報を入力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 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

Learn more

Call the toll-free Customer Service number on your ID card anytime you have a question, 24/7

United Healthcare

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, DPOL.12.TX and DPOL.12.TX (Rev. 9/16) and associated COC form numbers DCOC.CER.06, DCOC.CER.IND.12.TX and DCERT.IND.12.TX. Plans sold in Virginia use policy form number DPOL.06.VA with associated COC form number DCOC.CER.06.VA and policy form number DPOL.12.VA with associated COC form number DCOC.CER.12.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 the company.