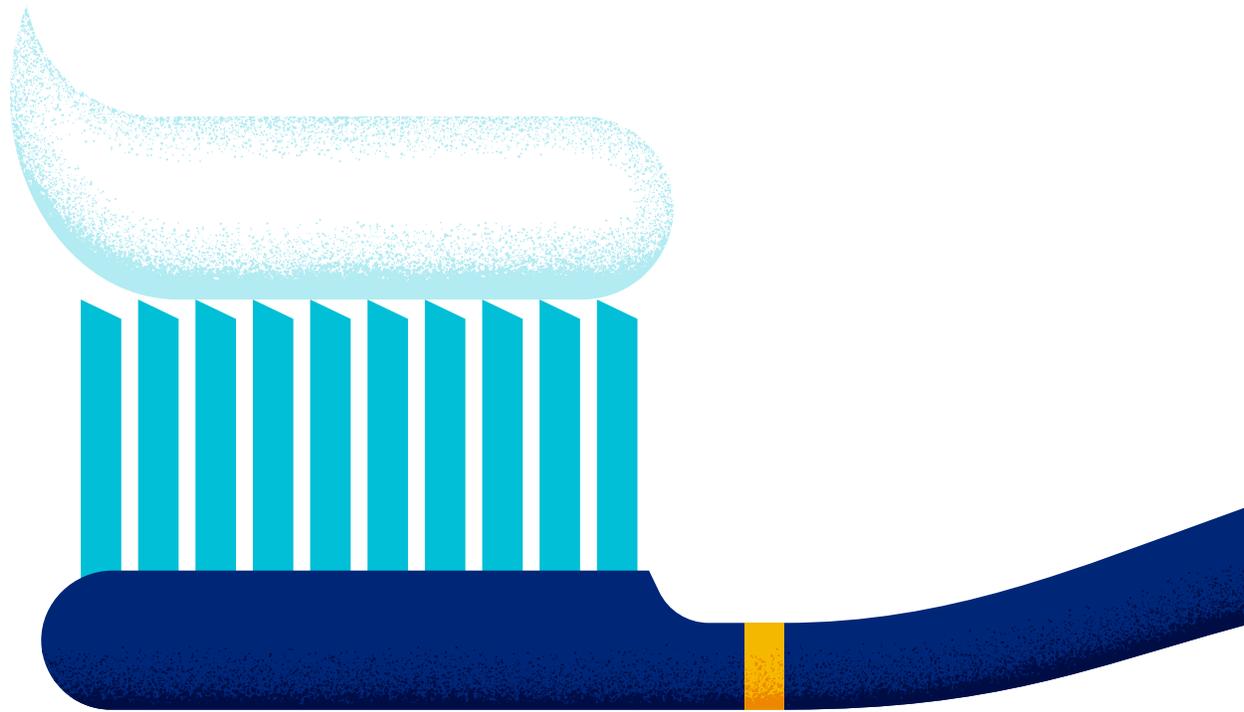




# UHCdental.com user guide





## Quick access

- 1 Introduction to dental portal
- 2 Using portal
- 3 Key features
- 4 Additional features
- 5 Quick links

We know your time is valuable. That's why we've created **UHCdental.com** – our portal that provides robust digital resources when you need them, any day at any time. Your workday will go more smoothly, and you'll enhance the dental care experience for your patients with quick and easy access to the services and applications that UnitedHealthcare offers.

**UHCdental.com** is for participating and non-participating dentists and their staff serving members of these plans:

- Commercial
- Healthplex Plans
- Medicare & Retirement

You'll continue to use **UHCdental.com/medicaid** to serve Medicaid\* members.

\*Texas Children's Medicaid excluded

Texas Children's Medicaid and CHIP providers can access state-specific resources at [uhc.com/dentaltx](https://uhc.com/dentaltx).

## Helpful hint

Members can access their dental plan information at [myuhc.com](https://myuhc.com)®.



## Why use this portal?

**UHCdental.com** delivers robust digital resources that supply detailed patient benefit and claims information in real time. Features include:

- A detailed snapshot that highlights the patient's plan information, benefits summary, frequency limits and more
- A treatment plan cost calculator that provides patients with accurate, real-time treatment pricing and out-of-pocket expenses
- Simplified claims processing with alerts notifying you when procedures have exceptions or require further information
- Online claims and pre-treatment estimate submissions with the required information pre-populated to increase your claims adjudication rate

The portal helps streamline the insurance process, aids in regulations compliance and keeps your practice information up to date. Here's more of what you can do:

- Register and manage electronic payments and statements
- Enroll in Electronic Data Interchange
- View contracted rates by code, using the treatment plan calculator, which uses your fee schedule\*
- Find dental specialists for patients' next level of care
- Access specialty referral forms, clinical and credentialing guidelines, provider manuals and more
- Become a participating UnitedHealthcare provider
- Update, validate and attest to your demographic information, which is required every 90 days. This will help ensure your practice information is accurate and available to members in our online directory.\*

\*These features on [UHCdental.com](https://UHCdental.com) are available to network providers.

### Helpful hint

Update or validate your practice information on [UHCdental.com](https://UHCdental.com) for publication to [myuhc.com](https://myuhc.com). Click Provider Self Service in the [Quick Links](#) section.

### Helpful hint

Explore the [Provider Online Academy](#), our library of interactive courses, videos, state-specific trainings and tutorials that helps you navigate our provider portals, administer and learn about our dental plans and more.



## Supported browsers

**UHCdental.com** is supported by the most up-to-date versions of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari

### Helpful hint

Get information on **UHCdental.com** without waiting for call center hours to find answers. Still need to speak to the call center? Avoid potential wait times by calling Wednesday–Friday before 10 a.m. or after 2 p.m. CT.



## Using the portal for the first time

Follow these instructions to get started:

- Go to **UHCdental.com** and select Sign In
- You'll be redirected to **One Healthcare ID (OHID)**
- Select Create One Healthcare ID
- Provide the following required information:
  - First name
  - Email address
  - Password
  - Last name
  - Username
  - Phone number
  - Birth year
- Review the Terms of Use and Website Privacy Policy and select Continue
- You'll be required to verify your email address and phone number
- You can add additional authentication methods (Passkey or Authenticator\*) or select Continue
- **Important:** You will receive a one-time message to copy or download your recovery code
- After saving the recovery code, select "I have recorded this recovery code" and Continue
- Enter the required information about your office:
  - Dentist name, business tax ID and business ZIP
- Select the dentist name and address to continue the registration verification
- Select Register
- Review the Web Site Use Agreement and select "I Agree" and Continue
- Your registration is successful, select Continue to begin using the portal

You will use your OHID, password and the authentication option(s) you have on your account to securely access **UHCdental.com**. Each user must create their own personal log-in.

\*Visit the [OHID security change information](#)



Dental Benefit  
Providers®



# Log-in security

Your registration and log-in information are protected by **One Healthcare ID**, a product of UnitedHealth Group. Do not share your log-in information with anyone.

**Need help? Contact One Healthcare ID for support.**

- Visit **OHID Help Center** | Chat with **OHID support**



# Key features

Discover tools on **UHCdental.com** that support your patients and your practice. Search for an individual or family by name, date of birth or subscriber ID.

## Eligibility search

Enter a member's name or subscriber ID to see a list of the patient's eligibility, benefits, utilization history and paid claims, and request pre-treatment estimates.

## Claim search by tax ID

Search by tax ID to see all claims paid to date. You can also show pre-treatment estimates associated with each claim as part of your search.

## Claim search by member



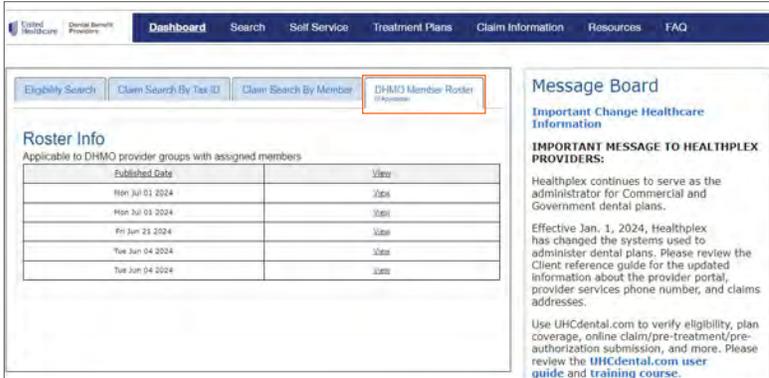
**Dental Benefit Providers**



## Key features (cont.)

### DHMO member roster

DHMO and Healthplex provider groups with assigned members can access PDFs of their patient roster.



## Claim information

Submit claims, pre-treatment estimates (PTE) and attachments at no cost. Use a completed treatment plan, or click Claim Information at the top of the page for easy submission. You must be logged in to [UHCdental.com](https://UHCdental.com) for your information to pre-populate.



See a list of claims and treatment plans processed within the past 30 days in the Recent Treatment Plans and Recent Claims sections. The explanation of benefits (EOB) located in the View column provides details on each claim.

### Recent treatment plans

Date last edited	Treatment plan name	Member name	View plan
04/14/2021	Diagnostics		<a href="#">Details</a>
04/13/2021	Diagnostic		<a href="#">Details</a>
04/13/2021	PTE		<a href="#">Details</a>
04/13/2021	NA		<a href="#">Details</a>
04/13/2021	Bridges		<a href="#">Details</a>

[More >](#)



Dental Benefit Providers®



## Claim information (cont.)

In the Recent Claims section, click Details to view more information for each procedure code, including an EOB Code Description. Click EOB for an Explanation of Benefits PDF. Expand your search for claims beyond 30 days by clicking More. You can search for pretreatment estimates by date, dentist name, office location or member.

Recent Claims			
Subscriber ID	Amount Claimed	Claim Status	View
XXXXX4266	\$ 1145.00	In Process	<a href="#">Details</a>
XXXXX7326	\$ 140.00	Processed	<a href="#">EOB/Details</a>
XXXXX6927	\$ 92.00	Processed	<a href="#">EOB/Details</a>
XXXXX4388	\$ 1060.00	Processed	<a href="#">EOB/Details</a>
XXXXX6927	\$ 2090.00	Processed	<a href="#">EOB/Details</a>

[More >](#)



## Treatment Plan Cost Calculator

Use the Treatment Plan Cost Calculator to provide accurate, real-time treatment pricing, benefit plan coverage and out-of-pocket expense information to your patients. Start by searching for a member's eligibility by subscriber ID or name, then select Treatment Plan Cost Calculator.

United Healthcare Dental Benefit Providers
Dashboard Search Self Service Treatment Plans Claim Information Resources

### Patient

**SUBSCRIBER/INSURED**

DOB: [Redacted]

Spoken Language: [Redacted]

Language Assistance: No

Date of Service:

### Insurance Information

**UHC Standard Plan P0019/F0019-Waiting Period**

● In Network ● Eligible ● No Essential Health Benefits **Subscriber ID:** [Redacted]

**Product ID:** D0000025 **Group ID:** [Redacted]

**Product Type:** PPO **Group Name:** TWUA

**Product Line:** UnitedHealthcare Dental Options **Plan Year Begins:** 01/01

[Utilization Search](#)
[Fee Schedule](#)

### Provider Location

**Address:** [Redacted]

[Submit Claim/PTE](#)

Page Access Date: 4/15/2025 @ 5:38:57 PM ET

**Assignment Status:**

Assigned Dentist: Not Required

[Treatment Plan Cost Calculator](#)



## Treatment Plan Cost Calculator (cont.)

Name the treatment plan, select the dentist providing services and begin entering procedure codes and unit numbers.

Once the procedure codes have been entered, select Create.

**Treatment Plan Calculator**

**Member**

<Member Benefits

**Member Information**

Relationship:  
Subscriber/Insured

Plan Description:  
UHC ASO Custom P&D MLB Plan P0137

Product ID:  
D0000041

\* Required Field

Date of Service  
07/19/2024

\* Treatment Plan Name (20 characters maximum)

\* Select a Dentist

View All Procedure Codes

\* Procedure Code   \* Unit Number  
      [Add Another Code](#)

The created treatment plan will display the patient's total out-of-pocket costs, allowed amounts, utilization rules, exception codes, the need for clinical review and more.

You can print and share this with your patients. To email a treatment plan to your patients, click Print and save the document as a PDF, then send it directly from your office email.

You can also edit your treatment plan and create a claim or pre-treatment estimate without re-entering the patient or procedure code information.

Member Information					Provider				
Name:	Relationship:	Plan Description:	Product ID:	Name:					
	Subscriber/Insured	UHC ASO Custom P&D MLB Plan P0137	D0000041		PROVIDER NAME				
JOHN DOE PLAN DESCRIPTION				ID#					

**Crown #7**   [Edit](#)   [Print](#)   [Delete](#)

Date Created 07/19/2024

Exception Code	Procedure Code	Alternate Benefit Applied	Description	Frequency Limitations	Unit	Tooth #	Age Limit	Amount Allowed	Insurance to Pay Amount	Co-Insurance Percentage	Utilization Rule	Documentation Required
-	D2750		crown - porcelain fused to high-noble metal	1 procedure/s allowed every 60 Floating Month/s for procedure/s [D2750]	1	7	0-999	\$913.00	\$444.00	50%	CBN	yes <span style="color: blue;">1</span>

\* Procedure requires DDS review.

Totals			
Allowed Amount:	Insurance Amount:	Deductible Amount Applied:	Total out-of-pocket:
\$913.00	\$444.00	\$25.00	\$469.00

**Please Note:**

- Treatment plans will be deleted after 30 days of inactivity.
- Prices displayed are estimates calculated based on members eligibility and planned benefit as of today's date. These are subject to change.



# Fee schedule

## PPO fee schedule

After searching for a member’s eligibility, you can see your fee schedule on the Eligibility Summary page. Select Fee Schedule to find your PPO fee schedule.\*

The Insurance Information section displays easy-to-read information on a member’s plan and status. If more than one plan is available, the most recent plan will appear first.

The deductible information in the Dental Account Summary section shows a member’s out-of-pocket maximum and the amount they’ve paid toward it so far.

The screenshot shows the United Healthcare Dental Benefit Providers dashboard. The top navigation bar includes Dashboard, Search, Self Service, Treatment Plans, Claim Information, and Resources. The main content area is divided into two columns. The left column, titled 'Patient', contains fields for Subscriber/Insured, DOB (02/14/1952), Spoken Language, Language Assistance (No), and Date of Service (03/01/2025). The right column, titled 'Insurance Information', displays 'UHC Standard Plan P0019/F0019-Waiting Period' with status indicators for 'In Network', 'Eligible', and 'No Essential Health Benefits'. It also lists Product ID, Group ID, Product Type (PPO), Product Line, Group Name, and Plan Year Begins (01/01). A 'Fee Schedule' button is highlighted with a red box. Below this, the 'Provider Location' section shows an address field and an 'Assignment Status' of 'Not Required', with a 'Treatment Plan Cost Calculator' button.

\*This feature is available only to network providers.

To see your fee schedule specific to each provider, select a date of service, then the provider’s name.

The screenshot shows the 'Fee Schedule' page on the United Healthcare Dental Benefit Providers portal. The top navigation bar includes Dashboard, Search, Self Service, Treatment Plans, Claim Information, Resources, and FAQ. The page title is 'Fee Schedule'. On the left, there is a sidebar with 'Select Member' (EWALD POLLICH), 'Additional Links' (Start a New Search, Utilization History, Provider Search, FAQ, Contact Us), and 'Select Member' (EWALD POLLICH). The main content area is titled 'Member Information' and shows 'Name: EWALD POLLICH', 'Plan Description: UnitedHealthcare Dental Options', 'Relationship: SUBSCRIBER/INSURED', and 'Product ID: D0000025'. Below this is the 'Select Dentist & Fee Schedule' section, which includes a 'Date of Service' field (07/30/2024) and a 'CONTINUE' button. A note states: 'Note: Only providers who are participating in the network will be displayed.' Below the note is a table with columns for 'Select', 'Last Name', 'First Name', and 'Primary Address'. The table contains one row with a radio button in the 'Select' column and a search icon in the 'Last Name' column. A 'VIEW FEE SCHEDULE' button is located at the bottom of the section. The footer contains copyright information and links for Legal, Privacy, Terms of Use, Language Assistance, About Us, and Contact Us.



# Fee schedule (cont.)

## Copay schedule

After searching for a member's eligibility, you can view the DHMO, DC, or ENDP copay schedule under Benefit Details, if applicable.

Dental Benefit Providers

Dashboard
Search
Self Service
Treatment Plans
Claim Information
Resources

### Patient

SUBSCRIBER/INSURED

**DOB:** [REDACTED]

**Spoken Language:**

**Language Assistance:** No

**Date of Service:** 03/01/2025

### Insurance Information

ADDRESS 1  
CITY, STATE ZIP

**UHC TX DHMO Plan 120C (D096C)**

● In Network
● Eligible
● No Essential Health Benefits
Subscriber ID: [REDACTED]

**Product ID:** D0012148

**Product Type:** DHMO

**Product Line:** UnitedHealthcare TX DHMO Dental Options

**Group ID:** [REDACTED]

**Group Name:** [REDACTED]

**Plan Year Begins:** 01/01

Utilization Search
Copay Schedule

### Provider Location

Address:

[REDACTED]

**Assignment Status:**

**Assigned Dentist:** This member is not assigned to your office as their Primary Care Provider (PCP). Please advise the member to login to the web site or contact the customer service number on their ID card to change their PCP assignment.

Submit Claim

Page Access Date: 4/15/2025 @ 6:33:12 PM ET



# Additional features

To view the benefits of multiple family members at once, select Family in the Eligibility Search tab. On the Essential Health Benefit field, you can see if the member's plan is covered under the Affordable Care Act. You can use the Date of Service calendar to search for past and future eligibility on the same page.

The screenshot shows the United Healthcare Dental Benefit Providers dashboard. The top navigation bar includes Dashboard, Search, Self Service, Treatment Plans, Claim Information, and Resources. The main content area is divided into two columns. The left column, titled 'Patient', shows a patient profile with fields for DOB (02/14/1952), Spoken Language, Language Assistance (No), and Date of Service (03/27/2025). The right column, titled 'Insurance Information', displays 'UHC Standard Plan P0019/F0019-Waiting Period' with status indicators for In Network, Eligible, and No Essential Health Benefits. It also lists Product ID, Product Type (PPO), Product Line (UnitedHealthcare Dental Options), Group ID, Group Name (TWUA), and Plan Year Begins (01/01). Below this is the 'Provider Location' section, which includes an address field, Assignment Status (Assigned Dentist: Not Required), and buttons for 'Submit Claim/PTE' and 'Treatment Plan Cost Calculator'.

Get a breakdown of a member's coverage on the Benefit Details page. You can view Benefit Breakdown information, Coverage and Deductibles details, Recent Claims and Recent Treatment plans. You can also search for member benefits by ADA Code or Category Filter.

**Benefit Details**

Benefit Breakdown | Coverage and Deductible | Recent Claims | Recent Treatment Plans

Search or Filter by: **ADA Search** (selected) | Category Filter

Search by ADA Code, ADA Description...

ADA Code	ADA Description	Procedure Category	Service Dates	Service Date Procedure Code Frequency	Age Limit	Alternate Benefit	Related Codes
D0120	periodic oral evaluation	01	03/01/2023	2 procedures per Floating 12 Months	All Age Groups	NA	D0120, D0145 +4 more
D0140	limited oral evaluation - problem focused	01		2 procedures per Floating 12 Months	All Age Groups	NA	D0140, D0160 +2 more
D0150	comprehensive oral evaluation - new or established patient	01		2 procedures per Floating 12 Months	All Age Groups	NA	D0120, D0145 +4 more
D0180	comprehensive periodontal evaluation - new or established patient	01		2 procedures per Floating 12 Months	All Age Groups	NA	D0120, D0145 +4 more
D0210	intraoral - comprehensive series of radiographic images	01	03/01/2023	1 Procedure per Floating 36 Months	11 Years and Above	NA	D0210, D0330 +4 more
D0220	Intraoral - periapical first radiographic image	01		6 Procedures per 1 Plan Year	All Age Groups	NA	D0220, D0230 +3 more
D0230	intraoral - periapical each additional radiographic image	01		6 Procedures per 1 Plan Year	All Age Groups	NA	D0220, D0230 +3 more
D0250	extraoral - 2D projection radiographic image created using a stationary radiation source and detector	01		2 Procedures per 1 Plan Year	All Age Groups	NA	D0250, D0251 +2 more



Dental Benefit Providers



# Additional features (cont.)

Use the Utilization Search button to identify when a member received a specific service. Utilization history goes back 8 years.

The screenshot shows the 'Patient' and 'Insurance Information' sections of the United Healthcare member portal. The 'Patient' section includes fields for 'SUBSCRIBER/INURED', 'DOB: 02/14/1952', 'Spoken Language', 'Language Assistance: No', and 'Date of Service' (03/27/2025). The 'Insurance Information' section displays 'UHC Standard Plan P0019/F0019-Waiting Period', 'In Network', 'Eligible', 'No Essential Health Benefits', and 'Subscriber ID'. It also lists 'Product ID: C0000020', 'Product Type: PPO', 'Product Line: UnitedHealthcare Dental Options', 'Group ID', 'Group Name: TWUA', and 'Plan Year Begins: 01/01'. A red box highlights the 'Utilization Search' button.

The screenshot shows the 'Eligibility Search' and 'Message Board' sections. The 'Eligibility Search' section has tabs for 'Claim Search By Tax ID', 'Claim Search By Member', and 'DHMO Member Roster'. It includes search fields for 'Service Date', 'Member Date of Birth', and 'Subscriber ID', along with a 'Search For' dropdown (Individual/Family) and 'CLEAR' and 'SEARCH' buttons. The 'Message Board' section is titled 'Important Change Healthcare Information' and contains a message about 'IMPORTANT MESSAGE TO HEALTHPLEX PROVIDERS' regarding system changes effective Jan. 1, 2024.

Stay informed with important UnitedHealthcare news and updates posted on the Message Board.

Access frequently used tools and resources, including the provider self-service portal, forms, manuals, guidelines and more in the Quick Links section at the bottom of the homepage. Be sure to leverage the **Provider Self Service** tool to update any office and provider information. This is also where you validate and attest to your demographic information every 90 days, per requirement.

The screenshot shows two sections: 'Contact Us' and 'Quick Links'. The 'Contact Us' section provides 'Provider Services' (1-800-822-5353), 'Claims Submission Addresses' (United Healthcare Dental Claims Unit, P.O. Box 30567 Salt Lake City, UT 84130-0567), and an 'Electronic Payer ID' (521337971). The 'Quick Links' section lists several links: 'Provider Online Academy', 'Provider Self Service' (highlighted with a red box), 'Manuals/Other Supporting Documents', 'Manage One Healthcare ID', 'Electronic Payments and Statements', 'DHMO / DC Member Copayment Schedules', and 'Appeal and Grievances'.

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