



Answers to your dental plan questions

Where can I learn more about my dental benefits?

Register at myuhc.com® to get personalized plan information, find network dentists, estimate costs, manage claims and more. Download the UnitedHealthcare® app for on-the-go access.

Will I get a UnitedHealthcare dental ID card, and will my dependents also receive cards?

If you're new to the plan, you will receive 2 dental ID cards in the mail. If you're an existing member and haven't changed plans, you can continue using the ID card you have.

Your ID card will list the subscriber name. Dependents will not get their own ID cards but should use the subscriber card when seeing their dentist. Digital versions of the card can be viewed and shared using myuhc.com or the UnitedHealthcare app. Extra ID cards can also be printed from myuhc.com or requested by calling the number on your ID card.

How can I find a dentist in my network?

Use the Find a Dentist tool on myuhc.com or the UnitedHealthcare app. You can also call the number on your ID card.

Do I have to choose a primary care dentist?

You have the freedom to choose any general dentist in the network when you're ready to make your appointment. You can also change your general dentist at any time.

If my dentist isn't in the network, how can they be added?

Call the number on your ID card or complete the provider nomination form on myuhc.com.

How should I schedule an appointment?

Call your dentist for an appointment. Tell them you have a UnitedHealthcare dental plan and show your dental ID card when you visit.

What happens if I started dental work when I was covered by another dental insurance company?

The costs of the dental work will usually need to be paid by the other insurance company. For example, if prep work for a crown was provided on Dec. 29 and your new UnitedHealthcare dental plan started Jan. 1, all charges related to finishing the crown would be paid by the previous dental insurance company.

What happens if I have a tooth emergency? Is it covered?

Palliative (emergency) treatment of dental pain is covered. For more information, call the number on your ID card.

If my dentist recommends a treatment or service, how can I find out if it's covered by my plan?

- Call Customer Service
- Ask your dentist to submit a pre-treatment estimate to UnitedHealthcare
- Visit myuhc.com to review your dental plan documents
- Use the dental Treatment Cost Calculator on myuhc.com to see if a service is covered

How do I get a referral to see a dental specialist?

Call Customer Service to start a specialist referral and receive authorization. UnitedHealthcare will enter the referral and provide your dentist with a referral number. Remember: You can always see any network specialist without a referral at a discount.

What if I don't have a network specialist near where I live?

If a specialist is not available within a reasonable distance of where you live or work, you may receive a referral from Customer Service to an out-of-network dental specialist and still receive services at the network rate. Contact Customer Service by calling the number on your ID card.

Learn more

Log in to myuhc.com to see dental plan documents as well as required notices and other materials or **call the number on your ID card**

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Healthcare**

The company does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

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 number on your ID card.

ATENCIÓN: Si habla español (Spanish), hay de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-800-445-9090, TTY 711

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