

# 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](https://myuhc.com/CommunityPlan) or [UHCommunityPlan.com/Michigan](https://UHCommunityPlan.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**

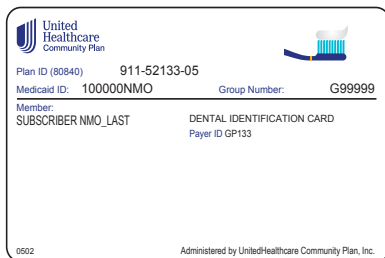
You can access information on the UnitedHealthcare Community Plan website 24 hours a day, 7 days a week.

**UHCommunityPlan.  
com/Michigan**



### 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 **1-888-777-4065** or reserve a ride online by visiting **Member Home | <https://www.mtm-inc.net>**. It is best to call 3 days in advance to arrange transportation or gas reimbursement.



Android



Apple

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

## Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call Member Services at **1-800-903-5253**, TTY **711**, 8:30 a.m.–5:30 p.m. ET, Monday–Friday.

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UT 84130

**UHC\_Civil\_Rights@uhc.com**

Optum Civil Rights Coordinator  
1 Optum Circle  
Eden Prairie, MN 55344

**Optum\_Civil\_Rights@Optum.com**

If you need help filing a complaint, call Member Services at **1-800-903-5253**, TTY **711**, 8:30 a.m.–5:30 p.m. ET, Monday–Friday.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

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

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

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

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

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**  
**<https://www.optum.com/en/language-assistance-nondiscrimination.html>**

## Notice of availability of language assistance services and alternate formats

**ATTENTION:** Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services 1-800-903-5253, TTY 711.

**ATENCIÓN:** Si habla **español (Spanish)**, tiene disponibles servicios gratuitos de asistencia lingüística y comunicaciones gratuitas en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-800-903-5253, TTY 711.

**نبيه:** إذا كنت تتحدث اللغة العربية (**Arabic**)، فإن خدمات المساعدة اللغوية المجانية والرسائل المجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة، تتوافر لك. اتصل بخدمات الأعضاء على الرقم 1-800-903-5253، الهاتف النصي 711.

**মনোযোগ দিন:** আপনি যদি **বাংলা (Bengali)** ভাষায় কথা বলেন, তবে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা এবং লার্জ প্রিন্ট সহ অন্যান্য ফরম্যাটে যোগাযোগ করার সুবিধা উপলব্ধ রয়েছে। মেম্বার সার্ভিসেসে 1-800-903-5253, TTY 711 নম্বরে কল করুন।

**ВНИМАНИЕ!** Если Вы говорите по-**русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-903-5253, TTY 711.

**注意:** 如果您說**中文 (Chinese)**，您可獲得免費語言協助和其他格式的免費通訊服務，例如：大字體印刷。請致電 1-800-903-5253 (聽障專線 (TTY) 711) 與會員服務部聯絡。

**VINI RE:** Nëse flisni **shqip (Albanian)**, ka në dispozicion për ju shërbime falas të ndihmës me gjuhën dhe komunikime falas në formate të tjera, si me shkronja të mëdha. Telefononi Shërbimet për Antëtarin në 1-800-903-5253, TTY 711.

**KUMBUSHO:** Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika miundo mingine, kama vile maandishi makubwa, zinapatikana kwako. Pigia simu Member Services kupitia 1-800-903-5253, TTY 711.

**توجه فرمائیں:** اگر آپ اردو (**Urdu**) بولتے ہیں، تو مفت زبان کی خدمات اور دیگر فارمیٹ، جیسے بڑے پرنٹ میں مفت مواصلات آپ کے لیے دستیاب ہیں۔ ممبر سروسز کو 1-800-903-5253, TTY 711 پر کال کریں۔

**CHÚ Ý:** Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-903-5253, TTY 711.

**UWAGA:** Jeśli mówi Pan/Pani w języku **polskim (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić do działu obsługi klienta pod numer 1-800-903-5253, TTY 711.

**참고:** 귀하가 **한국어 (Korean)**를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-800-903-5253, TTY 711번으로 전화하십시오.

**ध्यान दें:** यदि आप **हिंद (Hindi)** बोलते हैं, तो मुफ्त भाषा सहायता सेवाएं और अन्य प्रारूपों में मुफ्त संचार, जैसे बड़े प्रिंट, आपके लिए उपलब्ध हैं। 1-800-903-5253, TTY 711 पर सदस्य सेवाओं को कॉल करें।

**DIGNIIN:** Haddii aad ku hadasho **Af Soomaali (Somali)**, adeegyada kaalmada luqadda bilaashka ah iyo isgaarsiinnada bilaashka ee qaabab kale ah, sida daabacaad waaweyn, ayaa lagu heli karaa. Ka wac Adeegyada Xubnaha 1-800-903-5253, TTY 711.

**ਸਵਧਾਨ:** ਜੇਕਰ ਤੁਸੀਂ **ਪੰਜਾਬੀ (Punjabi)** ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਅਤੇ ਹੋਰ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਮੁਫਤ ਸੰਚਾਰ, ਜਿਵੇਂ ਕਿ ਵੱਡਾ ਪ੍ਰਿੰਟ, ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ। ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਨੂੰ 1-800-903-5253, TTY 711 'ਤੇ ਕਾਲ ਕਰੋ।

**ATTENTION :** si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez appeler le département des services aux membres au 1-800-903-5253, TTY 711.