Your time is valuable. When you're looking for information, you want it fast. And that's what you'll get when you visit our website—uhcdental.com (formerly dbp.com) which went live in 2016. Eligibility, benefit and claim information are all accessible from the uhcdental.com home page.

This site, as always, is for participating and non-participating dentists and their staff who serve patients with our Commercial, Medicare and Retirement plans. (Our members have a separate website.) Those providing services to members of our Community and State (Medicaid) plans will continue to use uhcprovider.com.

Why use this site?

This site is intended for dental offices that would like to verify benefits and claims for patients of UnitedHealthcare and its clients.

The functionality of the site is extensive. As a registered user, you will be able to:

- Check member eligibility
- Verify detailed information on member benefits
- Verify when services were last rendered for specific ADA codes for a member
- Verify allowable amounts for services rendered (available for network providers only)
- Find specialists for the member
- Access provider manuals (available for network providers only)
- Access forms for medically necessary orthodontia for Essential Health Benefit (EHB) plans
- Know the latest information that may affect your office (such as NPI information, etc.)
- Retrieve documents to join the dental network

Using the website for the first time

You will need to create a username and password. You will need your tax ID, name of the dentist and dentist's license number to register.

Login Security

The portal requires certain security features to enable you to protect your login information

- Optum ID, a product of UnitedHealth Group, will house all registration and login information

  - When you log in or register for the first time, you will be sent to the Optum ID website.
  - Each user will need to create a personal login. Please do not share login information with others as you are the owner for that login.
  - Multiple individuals in your office can share an email address to register. When a shared email address is used, you will be required to create and answer security questions to identify yourself.
  - You will be required to change your password on a regular basis.
  - If you currently have a username that is already being used on Optum ID, you will be required to register using a different username.

Registration for Website Use

Once you have successfully set up your Optum Cloud user ID for the first time, you will be redirected to the portal. You may be asked to enter information again, such as email address, Tax ID and dentist's information.

Supported Browsers:

- Explorer 10 or greater
- Mozilla Firefox 21 or greater
- Google Chrome 27 or greater
- Safari 6 or greater

Key Features:

Here are some key areas of the website that we know you'll use often. The information will be real-time.

Message Board:
You will receive important updates on a message board. The board will change on a regular basis.

Message Board

Limited Functionality March 5, 8-9 PM ET
Due to planned system maintenance, the following functionality will be unavailable on Wednesday, March 5, from 8 p.m. until 9 p.m. ET:

March 2014 Edition of the Medical Policy Update Bulletin Now Available
Due to planned system maintenance, the following functionality will be unavailable on Wednesday,

More >

Claim Search by Member:
Allows you the flexibility to see claims paid to your office for the member. Pre-treatments estimates will also be available.

Claim Search by Member

Search By: ◉ Name ◯ Subscriber ID
*From Date: ***To Date**
*Member Date of Birth:
*First Name: ***Last Name:**
☐ Show Pre Treatment Estimate
*Indicates a required field.   CLEAR   SEARCH

Eligibility Search:
You will be able to check eligibility for a member or family by name, date of birth or Subscriber ID.

Eligibility Search

Search By: ◉ Name ◯ Subscriber ID
*Service Date: ***Member Date of Birth:**
*First Name: ***Last Name:**
*Search For: ◉ Individual ◯ Family
*Indicates a required field.   CLEAR   SEARCH

Recent Claims:
You have the ability to have quick access to claims processed within the last thirty days. You will be able to see the EOBs for the claims as well as see details as to why the claim paid as it did.

Recent Claims

Subscriber ID	Amount Paid	Claim Status	View
XXXXXX3498	$104.00	Processed	EOB / Details
XXXXXX3498	$104.00	Processed	EOB / Details
XXXXXX3498	$104.00	Processed	EOB / Details
XXXXXX3498	$104.00	Processed	EOB / Details
XXXXXX3498	$104.00	Processed	EOB / Details

More >

Eligibility Summary: You will have flexibility to toggle between members of a family for benefit information. You will also have the ability to see if the member's plan is part of the Affordable Care Act (via Essential Health Benefit).

Extensive Benefit Details: The Benefit Details screen was designed to give you everything you need to know to serve your patient. We have also added information for Roll-Over Benefits for those patients who have an incentive based plan that encourages patients to maintain good oral health.

Utilization History: You will have the ability to view when the last time a particular service was performed for your member. Additionally, utilization history will go back five years.

Other Notable Features:

Listed below are other features that may prove to be handy for you:

- Claims search capability to include Tax ID during a particular period of time within the past two years
- Procedure Code Pricing available to all participating providers who would like to view their contracted rates by code
- Full fee schedule available to all participating providers who would like to view their contracted rates
- Join the Network page dedicated to giving you information you need to become a participating provider (or add associates to your office)
- Healthcare Reform Resources to include required forms needed for medically necessary orthodontia
- Access to Provider Manuals available to participating providers
- Access to Dental X Change to submit claims online or to check eligibility for multiple patients at one time
- Access to log in to Electronic Payments and Statements

We send this newsletter electronically to our contracted dentists via email. If you're interested in joining the network and receiving this helpful newsletter, contact our Customer Service team at **1-800-445-9090**.