

Indiana Hoosier Care Connect

Enrollment, Contracting, & Credentialing Instructions

Join our Network

Grow your Practice! UnitedHealthcare provides plans that offer competitive compensation to participating dentists. As a dental leader for over 30 years and with millions of UnitedHealthcare dental members, we offer education and programs that encourage patients to seek dental care and improve their overall health.

As a valued participating provider, we offer:

- Competitive reimbursement
- Marketing power and increased patient base
- Administrative ease through our provider portal for online real-time access to eligibility and claims information
- Electronic payments and statements through direct deposit (ACH) and Virtual Card Payments (VCP)
- A dedicated dentist-only toll-free number and experienced professionals ready to assist

This document includes information on:

- How to join our network
- Our contracting process
- Our credentialing process

Request a provider packet and get started today.

[Click to access](#) the provider packet request form and email your completed form to ce_packetrequest@uhc.com. Please indicate in the email subject line - "Packet Request IN [County]".

Please complete all applicable fields in the packet prior to emailing. If you experience questions about downloading the packet or questions about the packet, please call UnitedHealthcare Dental Provider Services at 844-402-9188.

You must also be enrolled with the Indiana Health Coverage Programs (IHCP). If you haven't already done so, complete your enrollment packet by visiting <https://www.in.gov/medicaid/providers/provider-enrollment/>.

Once your packet has been fully completed and submitted, a Network Contractor will contact you via email or phone within 5 business days to review dental fees and the application process. The Network Contractor will also discuss everything needed to complete the network participation request process. Your Network Contractor works with you throughout the request for participation process and is your primary source of information. Your Network Contractor will provide you with their email and phone number to ensure you're able to keep the process moving forward.

Contracting is a separate process from credentialing – we'll start the contracting process with you while you're working through credentialing. Upon submission of your application, you will receive an acknowledgement letter within 5 business days by mail or email. For a network participation request to be considered complete, it must include both contracting and credentialing. Complete is defined as all required fields completed and required supporting documentation provided for network participation.

To check the status of a Network participation request, please contact UnitedHealthcare Dental Provider Services at 844-402-9188. Have your application reference number or NPI available.

Credentialing Overview

Once you've completed and submitted your application, your Network Contractor will submit your application to the credentialing team. You can utilize CAQH for your dental provider credentialing or send us your credentialing materials directly. Please keep your CAQH information updated and attested to prior to beginning the credentialing process. All provider types require credentialing prior to participating with UnitedHealthcare.

During the credentialing process, we'll work with you to verify your credentials, practice history, certifications, and registration.

- Credentialing is required for all licensed individual dental professionals to participate in the UnitedHealthcare Dental Provider Network and Indiana Hoosier Care Connect network.
- Providers should expect the credentialing process to be completed within 30 calendar days of submission of all required credentialing information.
- Both credentialing and contracting must be completed prior to seeing UnitedHealthcare members.

Each credentialed provider will receive a welcome letter notifying them when they can begin to treat members.

Get Contracted

The UnitedHealthcare Dental Contract is included in the packet the provider downloads. Dental providers can review the contract, execute it and return to us via email.

Once we receive a signed contract from you and your credentialing is complete, you are considered fully contracted. We'll countersign the participation agreement and send you a copy via mail or email. You will receive a welcome letter notifying you of your participation and will include your effective date. A provider is effective on the first month following the receipt of a complete network participation request. For a network participation request to be considered complete, it must include both contracting and credentialing.

Tips for Applying to the Network:

Below are some tips to ensure a smooth application process and to avoid experiencing any delays in application, contracting or the credentialing process.

Category	Issue(s)	Requirement
CAQH	<ul style="list-style-type: none">• Your CAQH profile status is incomplete or expired.• We do not have authorization to access your CAQH application. Log into the CAQH ProView Provider portal, go to the user account setting menu and review the Authorization section to update your preferences. Be sure to authorize UnitedHealthcare.• Information in your completed CAQH profile needs to be updated (Examples include practice information, credentialing contact information, license and professional liability insurance effective and expiration dates)	The information on CAQH must match the information you provide on your application.
Attached Documents	<ul style="list-style-type: none">• Attaching the wrong document• Not signing the W-9 form or providing an incorrect Tax ID number	Providing all the correct and completed documents is required.
Document Return	<ul style="list-style-type: none">• Slow response time to requested information	Missing documents are signed and returned as quickly as possible.

Provider Network Effective Date Policy

UnitedHealthcare Dental has adopted the Indiana Health Coverage Programs (IHCP) provider effective date policy as of 1/1/2022. Providers will be effective with UnitedHealthcare Dental on the first of the month following the receipt of a complete network participation request, and the additional guidance below.

A brand-new provider that is not part of an existing contract with UnitedHealthcare Dental will be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date UnitedHealthcare Dental receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.

A provider that is being added to an existing contract will also be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date UnitedHealthcare Dental receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.

To be able to render services, the contract or contract amendment must still be executed by both parties.

If services were rendered prior to the effective date, these services may be considered out of network and require authorization.

Providers must be enrolled and effective with IHCP prior to being effective with UnitedHealthcare Dental. The network effective date will be after the IHCP effective date.

The effective date will be the first of the month following the receipt of a complete network participation request, regardless of the contract execution date or credentialing completion date. In most cases, the effective date will be retroactive back to the first of the month following receipt of the complete network participation request since providers will not be fully effective until they are credentialed and have a signed contract or contract amendment.

If a provider is unable to be credentialed, the provider will not be accepted into the network.

If a provider and UnitedHealthcare Dental cannot come to terms with a contract, the provider will not be accepted into the network.

Providers should hold all claims until the final welcome letter from UnitedHealthcare Dental is received confirming that they are effective with the network. UnitedHealthcare Dental and providers are expected to complete all pieces of the network participation process timely. However, in instances where the network participation process extends for a period longer than the standard timeframe, UnitedHealthcare Dental will not hold providers to the timely filing limit for claims rendered before the provider was confirmed effective.

Questions?

Contact your Network Contractor for more information or for guidance throughout the credentialing and contracting process.