



2024 Provider Manual updates

UnitedHealthcare Community Plan of Louisiana Provider Manual

This document provides a summary of key updates made to the provider manual throughout the year. Please refer to the UnitedHealthcare Community Plan of Louisiana Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at UHCdental.com/medicaid.

September 1, 2024 Updates summary

Section 1 Introduction

- Updated notification language to “it will be uploaded on the portal at UHCdental.com/medicaid under States specific alerts and resources.”
- Updated “UHC On Air” and replaced with “Provider Online Academy”

Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to UHCdental.com/medicaid

Section 2.7 Corrected claim process

- Deleted Section 2.7 Corrected claim process

Section 4.3 Specialist referral process

- Updated provider portal to find a list of in network participating dentist to UHCdental.com

Section 5.5 Utilization review

- Deleted “Clinical Affairs Committee”

Section 6.3 Site visit

- Updated “Clinical Affairs Committee” to “Peer Review Committee”

Section 6.4 Preventive health guideline

- Deleted “Healthy People 2020 and”

Section 9.5 Overpayment

- Added overpayments address P.O. Box 481 Milwaukee, WI 53201

Section 9.9 Corrected claim submission guidelines

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**Dental Benefit
Providers**