



# 2024 Provider Manual updates

## UnitedHealthcare Senior Care Options Provider Manual

This document provides a summary of key updates made to the provider manual throughout the year. Please refer to the UnitedHealthcare Senior Care Options (SCO) Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at [UHCdental.com/medicaid](https://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](https://UHCdental.com/Medicaid) under States specific alerts and resources.”
- Updated “UHC On Air” section and replaced with “Provider Online Academy”

#### Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to [UHCdental.com/medicaid](https://UHCdental.com/medicaid)

### April 1, 2024 Updates summary

#### Section 9.1.a Paper claims

- Updated required claim form to 2019 version or later

#### Section 9.2.c Timely submission (Timely filing)

- Updated time claims should be submitted to within 90 days from date of service
- Updated time secondary claims must be submitted to within 30 calendar days from the primary payer’s determination

#### Appendix D Member rights and responsibilities

- Updated hyperlink to UnitedHealthcare Senior Care Options Evidence of Coverage 2024

## March 1, 2024 Updates summary

### Section B.2 Benefit Grid

- Added procedure code D9450, D6191, D6192
- Added Auth to D5213, D5214
- Updated Auth for D2710, D2740, D2750, D2751, D3310, D3320, D3330, D3346, D3347, D3348, D5130, D5140, D5282, D7241, D7272, D7291, D7450, D7451, D7460, D7461, D7471, D7999
- Deleted Clinical Documentation from D2710, D2740, D2750, D2751, D3310, D3320, D3330, D3346, D3348, D5130, D5140, D5282, D7241, D7272, D7291, D7450, D7451, D7460, D7461, D7999
- Updated Clinical Documentation language for D9450

### Appendix C.4 Clinical Criteria and Documentation for Services Requiring Authorization

- Added procedure code D9450
- Updated Criteria for Approval language for Partial Dentures Procedures to “Replacing two or more posterior teeth (excluding 3 molars)”



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