



2024 Provider Manual updates

UnitedHealthcare Community Plan of Michigan 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 Michigan 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 where to find Provider Online Academy to UHCdental.com and go to Resources > Dental Provider Online Academy

Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to UHCdental.com/medicaid

May 1, 2024 Updates summary

Section 9.1.a Paper claims

- Updated required ADA claim form to 2012 version or later

Section 9.2.c Timely submission (Timely filing)

- Updated time claims should be submitted to within 365 days from the date of service
- Updated time secondary claims must be submitted to within 365 calendar days from the primary payer’s determination

Section 5.5 Utilization review

- Deleted Clinical Affairs Committee

Section 6.3 Site visits

- Updated Clinical Affairs Committee to Peer Review Committee

Section 9.9 Corrected claim submission guidelines

- Added Section 9.9 Corrected claim submission guidelines

Appendix A Resources and services – how we help you

- Updated Corrected Claims address to P.O. Box 481



**Dental Benefit
Providers**