



# 2024 Provider Manual updates

## UnitedHealthcare Community Plan of Minnesota 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 Minnesota 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 Provider Online Academy URL to [UHCdental.com](https://UHCdental.com) and go to Resources > Dental Provider Online Academy

#### Section 2.4 Provider Portal / Dental Hub

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

### July 1, 2024 Updates summary

#### Section 1 Introduction

- Updated UHC On Air to Provider Online Academy

#### Section 2.6 Corrected claim process

- Deleted Section 2.7 Corrected claim process

#### Section 4.3 Specialist referral process

- Updated provider portal URL for search to [UHCdental.com](https://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**

- Added Section 9.9 Corrected claim submission guidelines

#### **Appendix B.2 Benefit grid**

- Updated Benefit grid – consolidated five to one

#### **Appendix C.2 Authorization timelines**

- Updated authorization approval expiration to 12 months from the date of determination



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