



# Provider Manual updates

## UnitedHealthcare Community Plan NJ FamilyCare Provider Manual

This document provides a summary of key updates made to the provider manual. Please refer to the UnitedHealthcare Community Plan NJ FamilyCare 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).

### January 1, 2025 Updates summary

#### Section 1 Introduction

- Deleted Provider Online Academy section

#### Section 3.2 Member identification card

- Updated sample member identification card

#### Section 3.5 Covered benefits

- Updated hyperlink to NJ FamilyCare Dental Services Clinical Criteria Grid

#### Section 3.6 Exclusions & limitations

- Added bulleted language to number 4

#### Section 3.8 Specialist referral process

- Updated language and hyperlinks under third bullet

#### Section 4.2 Orthodontic treatment

- Added Section 4.2 Orthodontic treatment and NJ Orthodontic Assessment Tool for Comprehensive Treatment

#### Section 5.2 Prior authorization requirements

- Added table of services requiring authorization

#### Section 5.7 Dental services provided in an operating room (OR)

- Added hyperlink for Specialty Dental Providers

## **Section 6.6 COVID-19 information and resources**

- Deleted Section 6.6 COVID-19 information and resources

## **Section 7.1 Claim submissions best practices**

- Updated hyperlink to ADA store

## **Section 8.5 Cultural competency**

- Deleted hyperlink to [www.hrsa.gov/culturalcompetency/index.html](http://www.hrsa.gov/culturalcompetency/index.html)

## **Section 8.6 Addressing the opioid epidemic**

- Updated instructions for how to access Opioid Programs and Resources – Community Plan (Medicaid)
- Updated hyperlink to CDC guidelines for opioid prevention and overdose



**Dental Benefit  
Providers**