



# 2024 Provider Manual updates

## UnitedHealthcare Rite Smiles Provider Manual

This document provides a summary of key updates made to the provider manual throughout the year. Please refer to the UnitedHealthcare Rite Smiles 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).

### October 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 portal access to [UHCdental.com](https://UHCdental.com)

#### Section 2.1 American Indian and Alaskan Native plan

- Updated hyperlink to Indian Health Service (IHS) Health Center

#### Section 2.5 Provider Portal / Dental Hub

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

#### Section 6.5 Addressing the opioid epidemic

- Updated link to CDC guidelines for opioid prevention and overdose

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

- Deleted Section 6.6 COVID-19 information and resources

#### Section 8.4 Cultural competency

- Deleted last paragraph and link

#### Section B.6 Medical access assistance program

- Updated language and description of Medical Access Assistance Program

## June 1, 2024 Updates summary

### Section 1 Introduction

- Updated “UHC On Air” section and replaced with “Provider Online Academy”
- Updated Required training language

### Section 5.5 Utilization review

- Deleted Clinical Affairs Committee

### Section 6.3 Site visits

- Updated Clinical Affairs Committee to Peer Review Committee

### Section 6.4 Preventive health guideline

- Deleted “Healthy People 2020 and”

### Section 9.2.a Dental claim form required information

- Updated required claim form to 2019 version or later

### Section 9.3 Corrected claim submission guidelines

- Added Section 9.3 Corrected claim submission guidelines

### Appendix A

- Updated Corrected Claims to P.O. Box 481
- Updated Claim Form Required to 2019 version or later

### Appendix F.2 Accessibility

- Updated Provider Services URL to UHCdental.com for online updates or changes

## March 1, 2024 Updates summary

### Section 1 Introduction

- Added Required Training language to UHC on Air

### Section 2.1 Member eligibility

- Added Section 2.1 Member eligibility

### Section 3.2 Office conditions

- Updated Section 3.2 Office conditions language

## **Section 5.6 Evidence-Based Dentistry and the Dental Clinical Policy and Technology Committee (DCPTC)**

- Added Section 5.6 Evidence-Based Dentistry and the Dental Clinical Policy Technology Committee (DCPTC)

## **Section 6.5 Addressing the opioid epidemic**

- Updated how to access resources instructions

## **Section 8.2 Provider Terminations**

- Updated provider termination notice time to 90 days

## **Section 9.2.a Dental claim form required information**

- Added language for Supernumerary teeth
- Added language for Insurance fraud

## **Appendix H Definitions**

- Updated language for Emergency Medical Condition



**Dental Benefit  
Providers**