This site is for participating and non-participating dentists and their staff who serve patients with our Commercial, Medicare and Retirement plans. (Our members have a separate website - myuhc.com.) Those providing services to members of our Community and State (Medicaid or dual-eligible Medicare) plans will continue to use uhcproviders.com.

Your time is valuable. When you're looking for information, you want it fast. And that's what you'll get when you visit uhcidental.com - to access eligibility, claim status, provider resources and many more features.
Why Use this Site?

This site is intended for dental offices that would like to verify benefits and claims for patients of UnitedHealthcare and its clients. The functionality of the site is extensive. As a registered user, you have 24/7 access to:

- Check member eligibility.
- Verify detailed information on member benefits.
- Verify when services were last rendered for specific ADA codes for a member.
- Verify allowable amounts for services rendered (available for network providers only).
- Search claim by Tax ID information during a particular period of time.
- View contracted rates by code using Procedure Code Pricing or full fee schedule (available for network providers only).
- Specialty referral forms, clinical & credentialing guidelines, provider manuals & quick reference guides (available for network providers only).
- Find specialists for the member.
- Healthcare Reform Resources including required forms needed for medically necessary orthodontia.
- "Join Our Network" page dedicated to giving you the information you need to become a participating provider or add associates to your office.
- Submit claims and attachments (up to 20 files) at no cost using our online claim form.
- Log in to Electronic Payments and Statements (EPS) account to sign up and/or manage your electronic payments.
- Learn more about the benefits of Electronic Data Interchange (EDI) and how to enroll in it.
- Update your practice information in real time so our members can find you using online directory.

Using the Website for the First Time

You will need to create an Optum ID and a password. You will need your tax ID, name of the dentist and dentist’s license number to register.

Login Security

The portal requires certain security features to enable you to protect your login information. Optum ID, a product of UnitedHealth Group, will house all registration and login information.

- When you log in or register for the first time, you will be sent to the Optum ID website.
- Each user will need to create a personal login. Please do not share login information with others as you are the owner for that login.
- Multiple individuals in your office can share an email address to register. When a shared email address is used, you will be required to create and answer security questions to identify yourself.
- You will be required to change your password on a regular basis.
- If you currently have a username that is already being used on Optum ID, you will be required to register using a different username.

Registration for Website Use

Once you have successfully set up your Optum ID for the first time, you will be redirected to the portal. You may be asked to enter information again, such as email address, Tax ID and dentist’s information.

Supported Browsers

- Internet Explorer 10 or greater
- Google Chrome 27 or greater
- Mozilla Firefox 21 or greater
- Safari 6 or greater
Key Features

Here are some key areas of the website that we know you’ll use often. The information will be real-time.

**Eligibility Search:**
You can check eligibility for a member or family by name, date of birth or Subscriber ID.

**Claim Search by Member:**
Allows you the flexibility to see claims paid to your office for the member. Pre-treatments estimates (PTE) are also available.

**Message Board/Quick Links:**
Important updates are posted on the Message Board and Quick Links give you quick access to the most frequently used tools and resources such as provider self-service portal, forms, manuals, guidelines, etc.

**Recent Claims:**
You have have quick access to claims processed within the last 30 days and see the Explanation of Benefits (EOB) details for the claims.

**Free Claim Submission:**
You can submit claims and attachments (up to 20 files) at no cost using our online claim form. Go to Claim Information and click Online Claim and Pre-treatment Estimate Form.

**Claim Information:**
We want you to have as much information as possible about the care services rendered. We will adjudicate all claims. Please review the links Online Claim and Pre-treatment Estimate Form, Medicaid Site, DentalExchange Claims, and Claim Attachment.

**Claim Summary:**
When you click More > from Recent Claims, it allows you to expand your search of more than 30 days of claims and/or PTEs by Date, Dentist Name, Office Location or Member.

**PPO Fee Schedule:**
For network providers only, after providing member information from Eligibility Search, select "Fee Schedule" at the drop down menu of the Eligibility Summary page.
Other Key Features

Eligibility Summary:
You have the flexibility to toggle between members of a family for benefit information. You also have the ability to see if the member’s plan is part of the Affordable Care Act (via Essential Health Benefit).

Utilization History:
You have the ability to view when the last time a particular service was performed for your member. Utilization history goes back five years.
### Other Key Features

**Extensive Benefit Details:**
The Benefit Details screen provides you with all the plan details for your patients. We also have information for Roll-over Benefits for those patients who have an incentive-based plan that encourages patients to maintain good oral health.

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### Benefit Details

#### Member Information

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<thead>
<tr>
<th>Member Information</th>
<th>Assigned Dentist</th>
<th>Group Policy Number</th>
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#### Plan Information - Coverage and Deductible

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