



2024 Provider Manual updates

UnitedHealthcare Community Plan of Indiana 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 Indiana 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 Provider Online Academy portal access to UHCdental.com

Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to UHCdental.com/medicaid

August 1, 2024 Updates summary

Section 2.2 Identification card

- Updated Indiana PathWays for Aging ID card

Section 8.6 Compliance with critical incident and adverse event reporting

- Deleted references to Home and Community-Based Services (HCBS) critical incidents

Appendix B.2 Benefit Grid (Hoosier Care Connect)

- Updated Age limit and Frequency limit for D9410

Appendix B.2 Benefit Grid (Indiana PathWays for Aging)

- Updated Auth requirement to YES for D5227, D5228
- Updated Frequency limit for D9410 to 1 per 6 months
- Deleted “*Payable to Aria Care Providers Only” from code D9410 description

Appendix C.3 Indiana Medicaid (Hoosier Care Connect) clinical criteria

- Deleted Gingivectomy (All ages) from table
- Added procedure codes D5227, D5228
- Added new Required documentation and Criteria for Approval bullets to Complete Dentures and Immediate Complete Dentures (All ages)
- Added new Required documentation and Criteria for Approval bullets to Partial Dentures/Unilateral Partial Dentures (All ages)
- Added new Required documentation and Criteria for Approval bullets to Flexible Base Partial Dentures/Unilateral Partial Denture (All ages)

July 1, 2024 Updates summary

Section 2.2 Identification card

- Updated Indiana PathWays for Aging ID card

Section 8.6 Compliance with critical incident and adverse event reporting

- Deleted references to Home and Community-Based Services (HCBS) critical incidents

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