



2024 Provider Manual updates

UnitedHealthcare Community Plan of Missouri 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 Missouri 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 URL to UHCdental.com and go to Resources > Dental Provider Online Academy

Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to UHCdental.com/medicaid

July 1, 2024 Updates summary

Appendix C.6 State Fair Hearing

- Updated timeframe State Fair Hearing must be requested to ninety (90) calendar days from the date of the MO HealthNet Managed Care health plan’s written Notice of Appeal Resolution

June 1, 2024 Updates summary

Section 1 Introduction

- Updated UHC On Air to Provider Online Academy

Section 2.2 Identification card

- Updated sample member ID card

Section 2.7 Corrected claim process

- Deleted Section 2.7 Corrected claim process

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.c Timely submission (Timely filing)

- Updated timely filing to “All claims should be submitted within 90 calendar days from the date of service, and 180 calendar days from the date of service for a FQHC.”

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 (MO Medicaid Adult 21 and older)

- Updated Benefit grid – see provider manual for new benefit grid

Appendix B.2 Benefit grid (Children 20 and under, Pregnant Women, The Blind, & Nursing Facility Residents)

- Added procedure codes D4283, D4285, D5760, D6011, D6056, D6057, D6191, D6192, D6195, D7511, D7521
- Deleted age limit for code D1354
- Updated age to 0-999 for code D4346



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