

# Dental Administration Guide

**Welcome and thank you** for choosing UnitedHealthcare Dental®. Our dental plans are designed to enhance your benefits and provide your employees with a more complete health care package. To make the administration of dental benefits easy, fast and accurate for you and your employees, we offer Employer eServices®, your Web site for secure online benefit administration. We look forward to serving you throughout the year.

Resource	Web site / Address	E-mail / Phone / Fax
<b>Employer eServices customer support</b> Assistance with registration, online navigation or technical support	<b>EmployerServices.com</b>	<b>1-800-651-5465</b>
<b>Customer service for benefit administrators</b> <ul style="list-style-type: none"> <li>• Enrollment / Eligibility*</li> <li>• Billing information and payment</li> <li>• Forms</li> </ul> *Make eligibility changes online at EmployerServices.com. If you don't have access to the Internet, please fax or mail eligibility changes to us. We cannot take eligibility changes over the phone.	<b>Enrollment / Eligibility address</b> UnitedHealthcare Dental PO Box 30963 Salt Lake City, UT 84130-0963  <b>Overnight mail</b> UnitedHealthcare Dental Attn: Eligibility 4050 South 500 West Salt Lake City, UT 84123  <b>Billing address</b> For billing address, please see your invoice remittance stub or call customer service.	<b>1-888-842-4571</b> <b>Available weekdays</b> <b>8 a.m. to 8 p.m.</b> <b>Eastern Time.</b> <b>Fax 1-248-733-6061</b>
<b>General administrative support</b>	<b>EmployerServices.com</b>	<b>EmployerServices@uhc.com</b> <b>1-888-866-3192</b>
<b>Customer care for members</b> <ul style="list-style-type: none"> <li>• Eligibility</li> <li>• Claims history</li> <li>• Provider search</li> <li>• General and specific plan or benefit information</li> </ul>	<b>Myuhcdental.com</b> Claims can be mailed to the address on the back of the member's ID card.	<b>1-877-816-3596</b> Available weekdays 8 a.m. to 11 p.m. Eastern Time.  Dental HMO members call the toll-free phone number on the back of their ID Cards.

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## Treatment Cost Calculator

The Treatment Cost Calculator at [myuhcspecialtybenefits.com](http://myuhcspecialtybenefits.com) is a unique feature that offers more detailed dental benefit information online than any other major dental carrier. The Treatment Cost Calculator can be found under the “Plan Info” Tab.

Enrollees can obtain cost and benefit information for each selected dental procedure, specific to their plan and selected provider. The easy-to-use calculator displays the enrollee’s out-of-pocket expenses and identifies any applicable benefit limitations. Users can also compare costs for network and non-network treatments.

Network and non-network providers can also use the online Treatment Cost Calculator for a specified plan enrollee. Network providers can view network fee information and non-network providers will see only non-network information.

NOTE: The Treatment Cost Calculator is not available for members with Dental HMO coverage.

## Retroactive eligibility adjustments

All requests for changes of eligibility must be submitted within 60 days of the effective date. The 60 day limit is used unless prohibited by state law or by the policy.

Examples of eligibility changes include:

- ▶ Terminations of employee benefits
- ▶ Name change
- ▶ Marital status change
- ▶ Dependent insurance change
- ▶ Address change
- ▶ Rehired employee

UnitedHealthcare  
Insurance Company



UnitedHealthcare Dental coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by Dental Benefit Providers, Inc., Dental Benefit Administrative Services (CA only), United HealthCare Services, Inc. or their affiliates.