



UnitedHealthcare Community Plan of Indiana Hoosier Care Connect

Dental 2023 IHCP Works Annual Seminar

**United
Healthcare®**

Agenda

- Provider Web Portal and Registration
- Inside the Provider Web Portal
- Zelis ePayment
- Provider Resources
 - Sample ID card
 - Provider Manual
 - Quick Reference Guide
 - UHC On Air
- Q&A



Provider Web Portal

- Verify Eligibility
- Validate Covered Benefits
- Confirm Provider Participation
- Electronic Claims Submission
- Electronic Payments and Statements
- Check Claim Status and much more



Web Portal Registration

uhcdentalproviders.com

- To access the Provider Dental Hub you must register on the web portal.
- Servicing team members are available Monday–Friday from 8:00 a.m. – 6:00 p.m. EST



Web Portal Registration

uhcdentalproviders.com

Welcome to the UnitedHealthcare Dental Provider Portal

The Provider Web Portal is a free, real-time, secure on-line tool, which offers many features designed to reduce costs, reduce time spent on the phone, and decrease the turn-around time of authorizations and claims. This portal is associated with UnitedHealthcare Dental for contracted providers servicing our government-sponsored programs members.

844-464-5633

Registration, Training, & Questions

RETURNING USERS

Username *

Password *

LOGIN

[Forgot your user name or password?](#)

NEW USER?

REGISTER NOW

Not looking for a UnitedHealthcare Medicaid or dual-eligible Medicare member?

All other member and provider information can be found at uhcdental.com. To transfer, please follow the link and click here.

[Forgotten Password Instructions](#)

Important Update on COVID-19

UnitedHealthcare's top priorities are protecting the health of our members and the safety of those who deliver care. As this situation evolves, we are committed to adapting and supporting those we serve. Please know we are committed to business continuity and being there to assist you – our call center is staffed, all self-service capabilities are available, and claims are being processed so you have the support you need.

Providers can connect to the latest [Centers for Disease Control and Prevention \(CDC\)](#) guidance for health professionals, and to the [American Dental Association \(ADA\)](#) for guidance specific to the Dental healthcare setting.

Recredentialing Extension

UnitedHealthcare is following National Committee for Quality Assurance (NCQA) guidelines and is extending the care provider recredentialing cycle by two months, to 38 months. This will allow care provider offices additional time to respond to recredentialing requests. UnitedHealthcare will continue to initiate the recredentialing requests for information based on standard timeframes and will complete all that was received prior to the 38 months.

Electronic Corrected Claims System Enhancement

A system enhancement now allows providers to submit corrected claims via the Provider Web Portal and through Clearinghouse Files (EDI). [Learn more](#) about this functionality and how to submit electronic corrected claims.

Electronic Payment Process (Rhode Island, Texas)

We are changing our electronic payment process for RI and TX Providers. [Learn more](#) about this transition and how to enroll.

PROVIDER ALERTS

- [Attention TX Providers - Caries Risk Assessment Notification](#)
- [Attention RI and TX Providers - Important EFT Update](#)
- [Attention NY Providers - Important PPE Announcement](#)
- [2020 CDT Code Updates](#)
- [Attention NJ Medicaid Providers - Important Update](#)
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- [Attention UHC AZ Medicaid Providers: Important Update](#)

PROVIDER INFORMATION

- [Provider Service Numbers by Network/Plan](#)
- [Provider Change Notification Tips](#)
- [Provider Training: Learn More Here](#)
- [Sign-Up for Direct Deposit/EFT of Claims Reimbursement](#)

Click "Register Now"



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Skygen Provider Portal Registration

You — **Your Interests** — **Next Steps**

Tell us what best describes you.

Select only one *

Practitioner
I have a valid NPI and will register using my clinical credentials.

Team Member
I work in a dental office or dental business. NPI clinicians can delegate management of their data to me.

General User
I want to register in the Dental Hub but today I'm not a practitioner, team member or payer employee.

- **Team Member** - Select this account type if:
 - You will be *the first Dental Hub registrant from your business* **and** you will register **both** yourself and your business or...
 - Your business is already registered on the Dental Hub and you want to register yourself and associate to your business. (You can also register and join your business by accepting an email invitation sent to you by your business's Dental Hub administrator).
- **Practitioner** - A practitioner can self-register at this step. A practitioner can also register later using an email sent by a Team Member from the Dental Hub.
- **General User** - This account type is not associated to any business and has no ability to access or use any Dental Hub business features. As a General User you can create a business later.



Skygen Provider Portal Registration

The screenshot shows the 'General Info' step of the registration process. The navigation bar includes: General Info, Tax Info, Team Members, Practitioners, Locations, Payers, Billing Entities, and Review. The main heading is 'Tell us some general information about your Business'. Below this is a sub-heading: 'This is what the Dental Hub users will see. It may not be the information used on your TIN or placed in the provider directory.' The form contains several input fields: Business Name, Primary Contact Name, Street Address, Primary Contact Email, Suite, Unit, Building, Apt, etc., Primary Contact Phone, and Mailing Address (if different).

Provider will follow prompt to entering team members, locations and providers. They are required to become a trusted Business to complete the last steps of registering.

Becoming a Trusted Business with each of your payer/insurer partners is easy! You can verify the "trusted business" relationship through either: 1). Entering information from a claim the payer/insurer recently processed for your business or 2). Entering a registration code the payer/insurer provided to you directly.

Previously Processed Claim

Registration Code

Note: The registration code is the TIN ID in Salesforce, not the TTL. Customer would refer provider to their Provider Advocate. The Dental HUB team does not have this code.

This form is titled 'Previously Processed Claim' and 'Previously Processed Claim Information'. It asks for the following information: Tax ID (dropdown), Select Payer (dropdown), Subscriber ID (text input), Total Billed Amount (text input with a dollar sign), and Date Of Service (text input). There are 'Verify' and 'Cancel' buttons at the bottom.

This form is titled 'Registration Code' and asks for the following information: Tax ID (dropdown), Select Payer (dropdown), and Registration Code (text input). There is a 'Don't have a code?' link next to the Registration Code field. There are 'Verify' and 'Cancel' buttons at the bottom.



Common Password Issues

Resetting password - what is the process with portal assistance?

- The Provider office should use the “Forgot your Username or Password” on the landing page of the portal. If they have any issues, they should reach out to the Portal Assistance Line @
- 855-609-5156 – 8am-4:30PM CST/ M-F. They will be walking the Provider through the reset process on the portal. When resetting a password, it will send an email to the email address used when registering.

What if the Contact person that registered for the log in is no longer here?

- No problem. Reach out to Portal Assistance line and they will send you a form called “Main Account Change”. You will fill out this form and send back to the person assisting you. Once received they will update the new email address/ contact person information. No need to create a whole new log in.
- If a provider has multiple log ins, access can be managed under the setup tab if needed.

For DSO offices, is there a Superuser log in available to see all locations under one log in?

- Yes, the provider needs to create a Business Account, users can add multiple tins and locations. **You will need a paid claim or Registration Code to verify each TIN.**

Website

- <https://uhcpwp.wonderboxsystem.com/PWP/Landing>
- Dental Hub Assistance 1- 855-609-5156 – 8am-4:30PM CST/Available M-F.



Terms of Use

SKYGEN Dental Hub Terms of Use

Download

presumption or other rule requiring construction against the party causing the Agreement to be drafted. Any provision of the Agreement that, given its purpose, interpretation or context, logically should survive the expiration or termination of the Agreement, shall so survive. The Agreement may be agreed to via electronic signatures, and in more than one counterpart, each of which together shall form one and the same instrument.

USE OF OUR PLATFORM AND ANY RELATED SERVICES ARE SUBJECT TO YOUR COMPLIANCE WITH THE TERMS SET FORTH IN ALL THE DOCUMENTS INCORPORATED INTO THE AGREEMENT, INCLUDING BUT NOT LIMITED TO THE SKYGEN BAA [www.dentalhub.com]. PLEASE READ THIS INFORMATION CAREFULLY. BY CLICKING "I AGREE" BELOW, OR OTHERWISE INDICATING YOUR AGREEMENT, OR BY YOUR USING OUR PLATFORM, YOU ARE INDICATING THAT YOU OR YOUR COMPANY AGREE TO BE BOUND BY THE AGREEMENT, INCLUDING THE SKYGEN BAA, AND THAT YOU HAVE THE AUTHORITY TO BIND YOUR COMPANY. IF YOU DO NOT AGREE TO BE BOUND BY THE AGREEMENT, PROMPTLY EXIT THE PLATFORM.

____ I agree to the terms of the SKYGEN Dental HUB Terms of Use and the SKYGEN BAA

Scroll to end of terms to agree

I accept the Terms of Use.

Continue



Business Associate Agreement

SKYGEN Dental Hub Business Associate Agreement

Download

Last Updated: September 7, 2021

PLEASE READ ALL OF THIS DOCUMENT. PRINT THIS PAGE FOR YOUR RECORDS.

BY ACCESSING AND USING THE PLATFORM, YOU AGREE THAT YOU HAVE READ AND UNDERSTAND THIS BUSINESS ASSOCIATE AGREEMENT AND AGREE TO BE BOUND BY IT.

SKYGEN USA, LLC and its affiliates (referred herein as "**SKYGEN**" or "**Business Associate**"), provides the SKYGEN Dental HUB, a web-based access to a single source virtual platform developed, designed and owned by SKYGEN pursuant to which dental professionals and dental businesses, dental insurers and payers connect and share various forms of information, goods and services relating to commercial and government-sponsored dental markets, including but not limited to, claims submissions and payments, authorizations, credentialing services, contracting services, dental supplies and equipment, practice and revenue cycle management and network management services (collectively, the "**Service**").

By accessing and using the technology used by SKYGEN to provide the Service, including the SKYGEN website located at www.dentalhub.com ("**Platform Website**"), or any SKYGEN mobile application ("**SKYGEN App(s)**") (collectively, the "**Platform**"), **the Provider (referred to herein as "Provider" or "Covered Entity") has executed the SKYGEN Terms of Use (the "Platform Terms of Use")**.

Scroll to end of terms to agree


I accept the Business Associate Agreement.




Home Page

Good afternoon,


Hub News




California DSO adds practices in Louisiana, Michigan and North Sacramento, Calif.-based Straine Dental Management acquired six dental practices throughout three states.



Tecnica INJECTION MOLDING TECHNIQUE con composito 3M:
Roma Modern Conservative approach offers so many options that we, as clinicians, must be certain of our decisions. The 80/20 principle comes from the



Training the Next Generation of Dentists
Patterson Dental Helps Turn an Old Hospital into the Lincoln Memorial University - College of Dental Medicine in August 2020, Denise Terese-Koch, DDS, MBA, EdD, was




5 dental leadership moves
A dental partnership organization that appointed a CFO and four other dental leadership moves that have taken place since June 6:

AS

- Businesses 1
- Locations 2
- Practitioners 4

Sponsors



ADMIT ONE
MEMBERSHIP PLAN FORWARD
Membership Plan Easy Pass
YOUR IN-HOUSE PLAN OUR INTEGRATION

Notifications 0 [View all](#)

Messages 0 [View all](#)



Provider Landing Page after Login

Good afternoon,

AS

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Notifications 0 [View all](#)

Messages 0 [View all](#)

Sponsors

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YOUR IN-HOUSE PLAN OUR INTEGRATION





Eligibility

Checking Patient Eligibility

****Date of Service needed to proceed (Default date would be today's date if DOS is not yet known)****

From Main Page scroll down to Quick Eligibility Search

If member termed prior to today's date, the date of service (today's date default) would need to be changed. If this date is not changed, providers will see the message below.

Quick Eligibility Search i

Subscriber ID and Date Of Birth

Subscriber ID*

Date Of Birth* Date Of Service

Subscriber First Name, Last Name and Date Of Birth

Search

The patient is not eligible on the date of service you entered.

Confirm the patient information is correct or try a different date of service.

Please contact the Payer with questions. The Dental Hub Support Team does not have access to eligibility information.



Checking Patient Eligibility

****Date of Service needed to proceed (Default date would be Today's date if DOS is not yet known)****

If office uses quick search, they will be prompted to enter the member full information again, after searching, **Launch Full Search**.

Quick Eligibility Search i

Subscriber ID and Date Of Birth

Subscriber First Name, Last Name and Date Of Birth

First Name*
SUZY

Last Name*
TEST

Date Of Birth*
03/01/2005

Search Clear

Demo Insurer x ▾

Date Of Service
06/20/2023

When a member is found select, **Launch Full Search**

SUZY TEST

Demo Premier Plan

Member Eligible as of 06/20/2023




Member ID: 846107110



[Launch Full Search](#)

Some plans limit eligibility to visits at specific Locations or with specific Practitioner.



Checking Patient Eligibility

 Patient & Insurance  Practitioner & Location  Eligibility Check Results


Patient Information   Search Roster

Subscriber ID or Medicaid ID

RECOMMENDED

First Name Last Name

Date of Birth Procedure Date *

Patient's Relationship to Subscriber: * Insurer * 

[Continue](#)



Checking Patient Eligibility

The screenshot shows the Skyline Dental Hub website. At the top left is the logo with the text 'SKYLINE DENTAL HUB'. A red arrow points to the 'Eligibility & History' link under the 'Patients' category. A red-bordered box contains the text: 'This is the most direct path to check a patient's eligibility.' Below the navigation menu, there are several news cards and a sidebar with links for 'Businesses', 'Locations', and 'Practitioners'.

SKYLINE DENTAL HUB

This is the most direct path to check a patient's eligibility.

Patients

- [Eligibility & History](#)
- [Patient Management](#)
- [Patient Search](#)

Claims & Authorizations

- [Submit Claim](#)
- [Submit Authorization](#)
- [Treatment Plan Calculator](#)
- [Status & History](#)
- [Claim Search](#)
- [Authorization Search](#)

Practice Management

- [Practitioners](#)
- [Locations](#)
- [Team Members](#)
- [Business Profile](#)
- [Documents](#)

Billing Setup

- [Billing Entity & Tax ID](#)
- [Billed Amounts](#)
- [Payer Partners](#)

Account

- [Help](#)
- [Privacy Policy](#)
- [California Privacy Policy](#)
- [Do Not Sell My Information](#)
- [Sign Out](#)


California DSO adds practices in Louisiana, Michigan and North
Tecnica INJECTION MOLDING TECHNIQUE con composito 3M:
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5 dental leadership moves

Businesses 1
Locations 2
Practitioners 4



Checking Patient Eligibility


Patient & Insurance


Practitioner & Location


Eligibility Check Results

Patient Information

 Search Roster

Subscriber ID or Medicaid ID

RECOMMENDED


First Name

Last Name

Date of Birth

Procedure Date *

Patient's Relationship to Subscriber: *

Insurer * 



Continue



Checking Patient Eligibility


Patient & Insurance

DENTAL HUB HELP

About Patient Eligibility

Selected Patient

SHARON ZANDER



Date Of Birth	02/07/2008
Member ID	
Insurer	Demo Insurer
Benefit Level	Not Available
Preferred Language	-
Special Communication Needs	-

[Benefit Summary](#) [Service History](#) [Eligibility](#)

[Close](#)

Member Eligible as of 04/11/2023

Green means go! A green eligibility response means the patient is eligible for benefits on the date of service you entered – and that the Payer is showing both the Treating Practitioner and Location as being in network.

Member Eligible as of 04/11/2023

Orange means proceed with caution. The patient is eligible for benefits on the date of service you entered. However, the Payer is showing the Treating Practitioner or Location – or the combination of the two – as being out of network.

Not Eligible as of 02/11/2023

Red means stop! This patient does not appear to be eligible for benefits on the date of service you entered. This could be because either: (1) the patient could not be found in the Payer's system; or (2) the patient was found but is not eligible on that date of service.

[Treatment Plan Calculator](#) [Submit Claim](#) [Submit Authorization](#)

[Back](#)



Where can I locate member benefits?

- Quick Reference Guide (QRG) available on the Provider Web Portal under Documents tab
- Provider Manual available on the Provider Web Portal under Documents Tab
- Contact Provider Servicing at 1-844-402-9118
- IHCP covered services may also be referenced by accessing the following link:
<https://provider.indianamedicaid.com/ihcp/Publications/providerCodes/providerCodeAgreement.asp>

CODE	Procedure	Age Limits	Valid Subcodes	Frequency Limit	Auth Requirement
D0120	PERIODIC ORAL EVALUATION	0-999		1 PER 6 MONTH	NO
D0140	LIMIT ORAL EVAL PROBLM FOCUS	0-999			NO
D0145	ORAL EVALUATION, PT < 3YRS	0-2		1 PER 1 YEAR	NO
D0150	COMPREHENSVE ORAL EVALUATION	0-999		1 PER 1 LIFETIME CODESET LIMITS: D0150; D0160: 2 PER 1 YEAR	NO
D0160	EXTENSV ORAL EVAL PROB FOCUS	0-999		1 PER 1 LIFETIME CODESET LIMITS: D0150; D0160: 2 PER 1 YEAR	NO
D0170	RE-EVAL, EST PT, PROBLEM FOCUS	0-999			NO
D0210	INTRAOR COMPLETE FILM SERIES	0-999		1 PER 3 YEAR CODESET LIMITS: D0210; D0330: 1 PER 3 YEAR	NO



Zelis ePayment


You can receive Zelis ePayments for claim reimbursement and Explanation of Benefits (EOB) online. This will minimize administrative costs and simplifies bookkeeping. It also reduces reimbursement turnaround time because funds are available as soon as they are posted to your bank account.

- Registration link
 - uhcdental.epayment.center/register
- Contact info for questions
 - Phone – 1-855-774-4392
 - Email – help@epayment.center

Also, there is a useful demo on how to register found on [UHC On Air](#).



Member Identification Card

 **United Healthcare**
Community Plan

Health Plan (80840) 911-87726-04


Member ID: A999999991

Member:
NEW M ENGLISH

PMP Name:
DOUGLAS GEORGE


PMP Phone: (717)851-6816

Copays may apply:
Transportation: \$1 one-way
Non-emergency ER: \$3
0501

 **Hoosier**
CARE CONNECT

Group Number: NHCC


Member ID: 8772604

 **OPTUMRx**

Rx Bin: 610494
Rx Grp: ACUIN
Rx PCN: 4841

Copay May Apply: \$3

X129387046200001



Hoosier Care Connect
Administered by UnitedHealthcare of Indiana, Inc.

Emergency Room Copay May Apply. Printed: 11/13/2020



In an emergency go to the nearest emergency room or call 911.
To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.

For Members: 877-822-6643 TTY 711

For Providers: UHCprovider.com/Incommunityplan 877-610-9785
Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

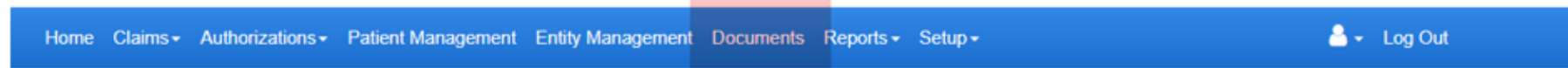
Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 866-215-5046



Provider Manual

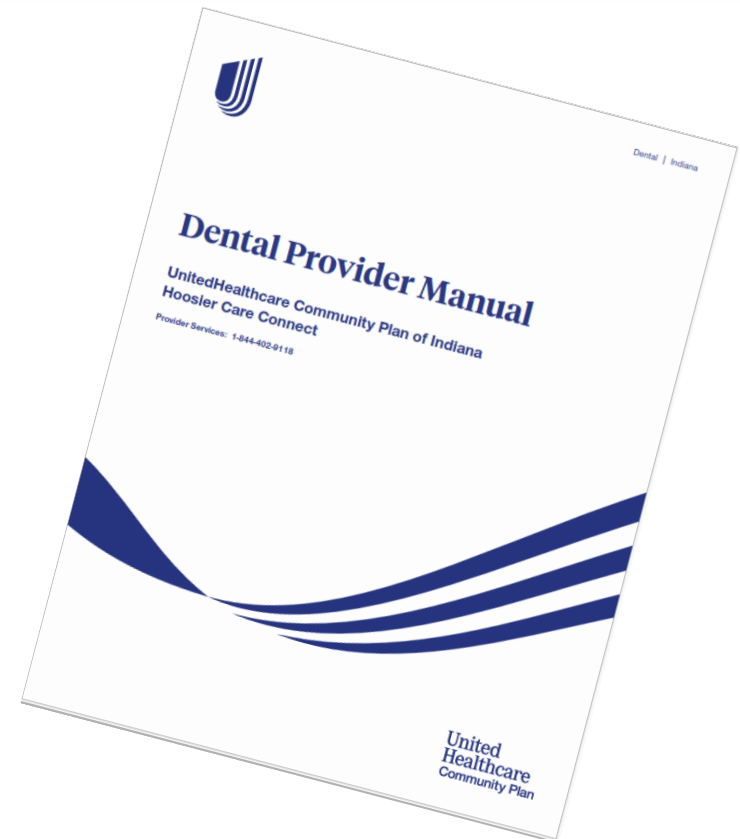


The Provider Manual can be found in the Web Portal post log in under the Documents tab.



The manual covers the following:

- Resources & services – how we help you
- Patient eligibility verification procedures
- Patient accesses
- Office administration
- Covered services, exclusions and limitations
- Orthodontic treatment
- Authorization requirements
- Claims submission procedures
- Quality management



Provider Manual – Section 2

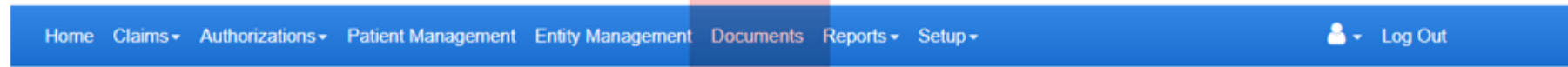


YOU WANT TO:	Provider Services Line— Dedicated Service Representatives Phone: 1-844-402-9118 Hours: 8 a.m.-6 p.m. (EST) Monday-Friday	Online uhcdentalproviders. com	Interactive Voice Response (IVR) System and Voicemail Phone: 1-844-402-9118 Hours: 24 hours a day, 7 days a week
Ask a Benefit/Plan Question (including prior authorization requirements)	✓	✓	
Ask a question about your contract	✓		
Changes to practice information (e.g., associate updates, address changes, adding or deleting addresses, Tax Identification Number change, specialty designation)	✓	✓	
Inquire about a claim	✓	✓	✓
Inquire about eligibility	✓	✓	✓
Inquire about the In-Network Practitioner Listing	✓	✓	✓
Nominate a provider for participation	✓	✓	
Request a copy of your contract	✓		
Request a Fee Schedule	✓	✓	
Request an EOB	✓	✓	
Request an office visit (e.g., staff training)	✓		
Request benefit information	✓	✓	
Request documents	✓	✓	
Request participation status change	✓		

Quick Reference Guide (QRG)

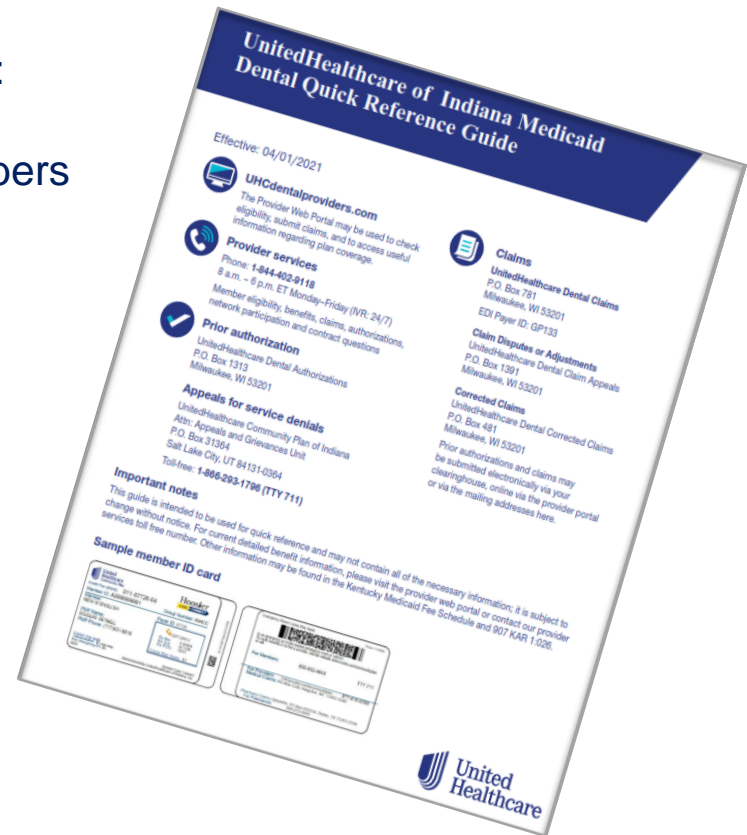


The Quick Reference Guide can be found in the Web Portal post log in under the Documents tab.



The Quick Reference Guide covers the following:

- Important Plan Addresses & Phone Numbers
- Sample List of Covered Services
- Prior Authorization Guidelines
- Service Frequency & Limitations



UHC On Air

UHC On air is a source for 24/7 on demand video broadcasts created specifically for UHC Dental Providers. UHC On Air provides instant access to content for providers, such as:

- Educational video resources
- Interactive provider training materials
- Onboarding content for new dentists
- Up-to-date operational and clinical policy information, and
- Market-specific programs

To access [UHC On Air](#), log into uhcdentalproviders.com



Resources - uhcdentalproviders.com

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Find
Provider Alerts and
Information



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UHC On Air Training Videos

Provider Training

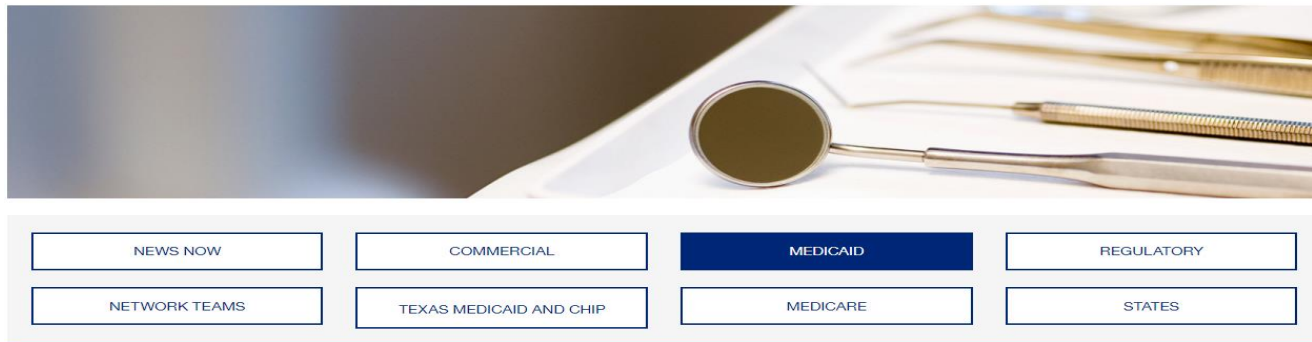
↓ **click on link**

UnitedHealthcare Dental is proud to offer [UHC On Air](#), your source for live and on-demand video broadcast created specifically for UnitedHealthcare Dental providers! Find in-depth program information and meaningful updates 24/7 by logging into your UnitedHealthcare Dental provider portal from any device.




Get instant, on-demand access to UHC On Air content you want as a provider including video resources and training materials, including information on:

- Using the Provider Web Portal
- Cultural Competency
- Provider Orientation
- Fraud, Waste, and Abuse
- Market-Specific Programs



MEDICAID (UnitedHealthcare Dental Medicaid)



Medicaid - Authorizations & Supporting Documents
[VIEW VIDEO >](#)



Dental Provider Resources

The following provider resources can be found on the Provider Web Portal at uhcdentalproviders.com

- Quick Reference Guide (QRG)
- Provider Manual
- UHC On Air

You may also contact Provider services at
1-844-402-9118



Credentialing & Recredentialing Demographic Changes

UnitedHealthcare is committed to supporting the American Dental Association (ADA) and Council for Affordable Quality Healthcare (CAQH) ProView in streamlining the credentialing process, making it easier for you to complete one application for multiple insurance companies and maintain your credentials in a secure and central location at no cost to you.

- If you are new to CAQH ProView, visit [ADA.org/godigital](https://ada.org/godigital) to get started.

For credentialing & re-credentialing, demographic changes, associate adds, and questions, please call Provider Services at 1-844-402-9118.





Questions



Answers



Thank You!