



Your time is valuable. When you're looking for information, you want it fast. And that's what you'll get when you visit our website—uhcdental.com (formerly dbp.com) which went live in 2016. Eligibility, benefit and claim information are all accessible from the uhcdental.com home page.

This site, as always, 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.) Those providing services to members of our Community and State (Medicaid) plans will continue to use uhcprovider.com.



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 will be able 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)
- Find specialists for the member
- Access provider manuals (available for network providers only)
- Access forms for medically necessary orthodontia for Essential Health Benefit (EHB) plans
- Know the latest information that may affect your office (such as NPI information, etc.)
- Retrieve documents to join the dental network

Using the website for the first time

You will need to create a username and password. You will need your taxID, 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

- OptumID, 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 OptumID 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 OptumID, you will be required to register using a different username.

Registration for Website Use

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

Supported Browsers:

- Explorer 10 or greater
- Mozilla Firefox 21 or greater
- Google Chrome 27 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.

Message Board:

You will receive important updates on a message board. The board will change on a regular basis.

Message Board

Limited Functionality March 5, 8-9 PM ET
Due to planned system maintenance, the following functionality will be unavailable on Wednesday, March 5, from 8 p.m. until 9 p.m. ET:

March 2014 Edition of the Medical Policy Update Bulletin Now Available
Due to planned system maintenance, the following functionality will be unavailable on Wednesday, March 5, from 8 p.m. until 9 p.m. ET.

[More >](#)

Claim Search by Member:

Allows you the flexibility to see claims paid to your office for the member. Pre-treatment estimates will also be available.

Claim Search by Member

Search By: Name Subscriber ID

***From Date:** ***To Date:**

***Member Date of Birth:**

***First Name:** ***Last Name:**

Show Pre Treatment Estimate

*Indicates a required field. **CLEAR** **SEARCH**

Eligibility Search:

You will be able to check eligibility for a member or family by name, date of birth or Subscriber ID.

Eligibility Search

Search By: Name Subscriber ID

***Service Date:** ***Member Date of Birth:**

***First Name:** ***Last Name:**

***Search For:** Individual Family

*Indicates a required field. **CLEAR** **SEARCH**

Recent Claims:

You have the ability to have quick access to claims processed within the last thirty days. You will be able to see the EOBs for the claims as well as see details as to why the claim paid as it did.

Recent Claims

Subscriber ID	Amount Paid	Claim Status	View
XXXXXXXX3498	\$104.00	Processed	EOB / Details
XXXXXXXX3498	\$104.00	Processed	EOB / Details
XXXXXXXX3498	\$104.00	Processed	EOB / Details
XXXXXXXX3498	\$104.00	Processed	EOB / Details
XXXXXXXX3498	\$104.00	Processed	EOB / Details

[More >](#)



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

Eligibility Summary

Select Member

Jay Bernstein

Ann Bernstein

Jacob Bernstein

Additional Links

Start a New Search

Provider Search

FAQ

Contact Us

Member Information

Name: [Redacted] Spoken: English Language Assistance: Yes

Relationship: SUBSCRIBER/INSURED Written: English

Plan Information

Subscriber ID	Plan Description	Product ID	Eligible	Effective Date	End Date	Eligibility Through Date	Essential Health Benefit	Transaction Type
	DEMO Dental Plan		Y	01/01/2009	01/01/2015		Y	Select Transaction
	PPO Dental Plan		Y	01/01/2014	01/01/2016		N	Select Transaction

Extensive Benefit Details: The Benefit Details screen was designed to give you everything you need to know to serve your patient. We have also added information for Roll-Over Benefits for those patients who have an incentive based plan that encourages patients to maintain good oral health.

Benefit Details

Member Information

Subscriber ID: [Redacted]

Employee ID: [Redacted]

Product ID: [Redacted]

Eligibility Status: Active

Plan Year Begins: 01/01

Plan Type: PPO

Plan Description: [Redacted]

Assigned Dentist: [Redacted]

Phone Number: [Redacted]

Address: [Redacted]

Patient Last Name: [Redacted]

Patient First Name: Jay

Group ID: [Redacted]

Group Policy Number: [Redacted]

Group Name: UHG or UHC

Member Product Effective Date: [Redacted]

Member Product Term Date: [Redacted]

Group Plan Effective Date: [Redacted]

Product Description: [Redacted]

Plan Information - Coverage and Deductible

Procedure Category	Procedure Category Description	IN			OUT		
		Coverage	Deductible Applies	Waiting Period Met Date	Coverage	Deductible Applies	Waiting Period Met Date
01	Diagnostic	100%	N	12/31/2014	100%	N	12/31/2014
02	Preventive	100%	N	12/31/2014	100%	N	12/31/2014

** Refers to Utilization table on second page.

Plan Information - Deductible

Description	IN		OUT	
	Member Amount	Family Amount	Member Amount	Family Amount
Deductible Annual	\$25.00	\$50.00	\$75.00	\$150.00
Deductibles Met	\$0.00	\$25.00	\$25.00	\$50.00
Remaining Amount	\$25.00	\$25.00	\$75.00	\$125.00

Utilization History: You will have the ability to view when the last time a particular service was performed for your member. Additionally, utilization history will go back five years.

Utilization History

Member Information

Member Name: [Redacted]

Relationship: SUBSCRIBER

Search Utilization * Indicates a required field.

*From Date: [Redacted] *To Date: 09/11/2014 Procedure Code: [Redacted]

[Find Procedure Code](#) BACK SEARCH

Utilization

Date of Service	Procedure Code	Procedure Code Description	Tooth Number	Surface	Frequency Limitations
01/13/2014	D9230	INHALATION OF NITROUS OXIDE/ANXIOLYSIS ANALGESIA	-	-	NA
01/13/2014	D2391	RESIN-BASED COMPOSITE - ONE SURFACE, POSTERIOR	15	B	NA
01/13/2014	D2392	RESIN-BASED COMPOSITE - ONE SURFACE, POSTERIOR	18	MO	NA



Other Notable Features:

Listed below are other features that may prove to be handy for you:

- 🌐 Claims search capability to include TaxID during a particular period of time within the past two years
- 🌐 Procedure Code Pricing available to all participating providers who would like to view their contracted rates by code
- 🌐 Full fee schedule available to all participating providers who would like to view their contracted rates
- 🌐 Join the Network page dedicated to giving you information you need to become a participating provider (or add associates to your office)
- 🌐 Healthcare Reform Resources to include required forms needed for medically necessary orthodontia
- 🌐 Access to Provider Manuals available to participating providers
- 🌐 Access to Dental X Change to submit claims online or to check eligibility for multiple patients at one time
- 🌐 Access to log in to Electronic Payments and Statements



We send this newsletter electronically to our contracted dentists via email. If you're interested in joining the network and receiving this helpful newsletter, contact our Customer Service team at **1-800-445-9090**.