



# 2024 Provider Manual updates

## UnitedHealthcare Community Plan of Michigan 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 Michigan Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at [UHCdental.com/medicaid](https://UHCdental.com/medicaid).

### October 1, 2024 Updates summary

#### Section 1 Introduction

- Updated notification language to “it will be uploaded on the portal at [UHCdental.com/Medicaid](https://UHCdental.com/Medicaid) under States specific alerts and resources.”
- Updated Provider Online Academy portal access to [UHCdental.com](https://UHCdental.com)

#### Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to [UHCdental.com/medicaid](https://UHCdental.com/medicaid)

#### Section 6.5 Addressing the opioid epidemic

- Updated link to CDC guidelines for opioid prevention and overdose

#### Section 6.6 COVID-19 information and resources

- Deleted Section 6.6 COVID-19 information and resources

#### Section 8.4 Cultural competency

- Deleted last paragraph and link

### May 1, 2024 Updates summary

#### Section 5.5 Utilization review

- Deleted Clinical Affairs Committee

### **Section 6.3 Site visits**

- Updated Clinical Affairs Committee to Peer Review Committee

### **Section 9.1.a Paper claims**

- Updated required ADA claim form to 2012 version or later

### **Section 9.2.c Timely submission (Timely filing)**

- Updated time claims should be submitted to within 365 days from the date of service
- Updated time secondary claims must be submitted to within 365 calendar days from the primary payer's determination

### **Section 9.9 Corrected claim submission guidelines**

- Added Section 9.9 Corrected claim submission guidelines

### **Appendix A Resources and services – how we help you**

- Updated Corrected Claims address to P.O. Box 481



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