



## Answers to your dental plan questions

The Exclusive Network plan is designed with you in mind. The plan helps make it easier to get the dental care you need, when you need it, with access to quality coverage and the flexibility to choose any provider in the network.

### **Where can I learn more about my dental benefits?**

Register at [myuhc.com](https://myuhc.com)® to get personalized plan information, find National Exclusive Network Plan dentists, estimate costs, manage claims and more. Download the UnitedHealthcare® app for on-the-go access.

### **Will I get a UnitedHealthcare dental ID card, and will my dependents also receive cards?**

If you're new to the plan, you will receive 2 dental ID cards in the mail. If you're an existing member and haven't changed plans, you can continue using the ID card you have.

Your ID card will list the subscriber name. Dependents will not get their own ID cards but should use the subscriber card when seeing their dentist. Digital versions of the card can be viewed and shared using [myuhc.com](https://myuhc.com) or the UnitedHealthcare app. Extra ID cards can also be printed from [myuhc.com](https://myuhc.com) or requested by calling the number on your ID card.

### **Do I have to choose a primary care dentist?**

You have the freedom to choose any general dentist in the National Exclusive Network Plan network when you're ready to make your appointment. You can also change your general dentist at any time.

### **How can I find a dentist in my network?**

Use the Find a Dentist tool on [myuhc.com](https://myuhc.com) or the UnitedHealthcare app. You can also call the number on your ID card.

### **If my dentist isn't in the network, how can they be added?**

Call the number on your ID card or complete the provider nomination form on [myuhc.com](https://myuhc.com).

### How should I schedule an appointment?

Call your dentist for an appointment. Tell them you have the UnitedHealthcare Exclusive Network plan and show your dental ID card when you visit.

### What happens if I started dental work when I was covered by another dental insurance company?

The costs of the dental work will usually need to be paid by the other insurance company. For example, if prep work for a crown was provided on Dec. 29 and your new UnitedHealthcare dental plan started Jan. 1, all charges related to finishing the crown would be paid by the previous dental insurance company.

### What happens if I have a tooth emergency? Is it covered?

Palliative (emergency) treatment of dental pain is covered. You have access to any dentist in the network and you also have 24/7 access to a licensed dentist—via phone or web\*—to help take care of a wide variety of oral health issues. For more information, call the number on your ID card.

### If my dentist recommends a treatment or service, how can I find out if it's covered by my plan?

- Visit [myuhc.com](https://myuhc.com) to review your dental plan documents
- Ask your dentist to submit a pre-treatment estimate to UnitedHealthcare
- Use the dental Treatment Cost Calculator on [myuhc.com](https://myuhc.com) to see if a service is covered
- Call Customer Service

### How do I get a referral to see a dental specialist?

Call Customer Service to start a specialist referral and receive authorization. UnitedHealthcare will enter the referral and provide your dentist with a referral number. Remember: You can always see any network specialist without a referral at a discount.

### What if I don't have a network specialist near where I live?

If a specialist is not available within a reasonable distance of where you live or work, you may receive a referral from Customer Service to an out-of-network dental specialist and still receive services at the network rate. Contact Customer Service by calling the number on your ID card.

**Have more questions?**

Visit [myuhc.com](https://myuhc.com) or call the number on your ID card

**United  
Healthcare**

\*Dentist Virtual Visits currently unavailable in Maine or Texas. Services may not be available in all states or for all lines of business.

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We provide free services to help you communicate with us, such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free number on your ID card.

ATENCIÓN: Si habla español (Spanish), hay de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意: 如果您說中文 (Chinese), 我們免費為您提供語言協助服務。請致電: 1-800-445-9090, TTY 711

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