

TRICARE® Active Duty Dental Program

Training for Military Dental Treatment Facilities



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TRICARE Active Duty Dental Program (ADDP)

CONUS Information

What is the ADDP?

- The ADDP provides civilian dental care to ensure **dental health and deployment readiness** for Active Duty Service Members (ADSMs).
- United Concordia Companies, Inc. (UCCI) administers the ADDP.
- The ADDP provides civilian dental care to the following ADSMs:
 - CONUS: ADSMs who are referred from their military dental treatment facility (DTF) or who are remotely located (live and work greater than 50 miles from a military DTF)
 - OCONUS*: remote ADSMs who enrolled in TRICARE Prime Remote Overseas (TPR)
- The ADDP is designed to augment, not replace, dental care provided in military DTFs.
- The ADDP covers authorized dental care. It must be provided by a UCCI ADDP network dentist, unless approved by UCCI prior to receipt of care.

**Non-remote OCONUS ADSMs must receive care from their assigned DTF*

Geographical Areas of Service

ADDP dental care is available worldwide in the following locations:

- **CONUS** (Continental United States) includes the 50 United States, District of Columbia, U.S. Virgin Islands, Guam, Puerto Rico, American Samoa, and the Northern Mariana Islands.
- **OCONUS** (Outside the Continental United States) includes all other countries, island masses, and territorial waters. Covered services provided on a civilian ship or vessel that is outside the territorial waters of the CONUS service area are considered covered under the OCONUS service area.

United Concordia offers an exclusive ADDP network of dentists

Eligibility – Who is Eligible?



The ADDP is available worldwide to ADSMS in CONUS and OCONUS locations. ADSMs of the following are eligible:

- **U.S. Army**
- **U.S. Marine Corps**
- **U.S. Navy**
- **U.S. Air Force**
- **U.S. Space Force**
- **U.S. Coast Guard**
- **Public Health Service (PHS)***
- **National Oceanic and Atmospheric Administration (NOAA)***

**PHS and NOAA ADSMs are covered by remote ADDP benefits*

CONUS Eligibility – Who is Eligible?

- Reserve Component members issued delayed-effective-date active-duty orders for more than 30 days in support of a contingency operation or a preplanned mission.
- National Guard/Reserve members on continuous active duty for more than 30 days.
- National Guard members moved directly from federal orders to state orders when performing State disaster response duty.
- Reserve Component members discharged after more than 30 days on active duty in support of a contingency operation or preplanned mission. These members are eligible for the Remote ADDP no matter where they live or work.
- Foreign forces members (FFMs) stationed in the U.S. Eligibility for FFMs requires a reciprocal agreement between the U.S. and that member's country that authorizes dental care, as reflected in DEERS.
- Line of Duty (LOD) service members
- Wounded Warriors who are inpatient ADSMs being treated at a Veteran Affairs (VA) Hospital or who identified as a Wounded Warrior and are receiving inpatient/outpatient care at a VA Hospital.

CONUS Eligibility – Who is Not eligible?

- Members in the Transitional Assistance Management Program (TAMP) not activated in support of a contingency operation
- Members in the Transitional Assistance Management Program (TAMP) activated for a contingency operation for less than 30 days
- Family members of active-duty uniformed services personnel
- Family members of National Guard and Reserve service members
- National Guard and Reserve service members who are not on active duty for more than 30 days
- Retired service members and their families
- Former spouses
- Parents and parents-in-law
- Disabled veterans

ADSM Dental Readiness

- United Concordia tracks the Dental Readiness Classification (DRC) of all ADSMs using ADDP.
- To ensure accurate DRC tracking, military DTFs must indicate on each referral the current dental readiness of the ADSM and the expected dental readiness after treatment. DRCs can be tracked in United Concordia's online system.
- ADDP civilian dentists must include a DRC on every claim. Claims submitted without a DRC won't be paid until the dentist provides United Concordia with the DRC.
- Details about DRCs: located on the ADDP website at www.addp-ucci.com

ADDP Benefits

Benefits are detailed in the [Benefit Details Document](#) located in the ADDP website's Eligibility and Benefits section.

- Frequency limitations noted in this document don't apply to CONUS DTF-referred ADSMs.
- Benefits must be provided by a network dentist unless approved by United Concordia before the ADSM receives care.
- ADDP coverage includes using teledentistry for routine examinations, pre-surgical evaluations and instructions, emergency evaluations, and post-surgical instructions and follow-up.



New - ADDP Benefits: Complex Case Referrals

The ADDP's process for complex cases is new. Referrals that are considered complex will **automatically** route to a Dental Service Point of Contact (DSPOC = DHA military dentist) for review. This includes referrals that contain:

- Six or more crown or bridge procedure codes
- Other Repair procedure codes
- Procedure codes that are adjunctive to major bone grafting and implants
- Implant procedure codes
- And other codes as identified in the [ADDP DTF-Referred Complex Case Codes](#) document

DART+ instant message to DTF POC when complex referral is submitted

The screenshot displays the TRICARE® ACTIVE DUTY DENTAL PROGRAM DART®+ web interface. At the top, the program name is prominently displayed in red and black text. Below this, a navigation bar includes links for Home, Search, and user status (Welcome, Justin | Help | Log Out). The main content area is titled "Referral Request" and features a yellow confirmation box stating "Confirmation Pending". The box contains the message: "This referral has been categorized as complex and will go through a Dental Service Point of Contact (DSPOC) review. You will be notified by email once a Referral Confirmation is available to view."

New - ADDP Benefits: Complex Case Referrals

Important items of note:

- You **MUST** attach all required materials/narratives to the referral, by procedure code, as listed in the [ADDP Materials Checklist](#).
 - If these materials/narratives aren't provided with the referral, the DSPOC review and ADSM care will be delayed.
- If an appointment has been scheduled for a complex referral, services should not be performed until you receive confirmation that they were approved by a DSPOC.
 - This may require appointment rescheduling, as the DSPOC review determination could occur after the date of a scheduled appointment.
- The DTF's requesting POC will be notified when the DSPOC review is complete.
- The [Dental Authorization & Referral Tracker+](#) (DART+) also provides DTFs with the ability to request a non-complex case referral review by a DSPOC, if desired. All materials/narratives must be attached, as described in the first bullet, above.

New - Narrative Requirements for Providers

- ADDP network dentists must complete post-treatment narrative summaries for specific CDT codes for all DTF-referred care under the ADDP.
- These narrative requirements are available in the *ADDP DTF-Referred Narrative Requirements* document located on the ADDP website at www.addp-ucci.com.
- DTF staff (submitting POC) will be notified by email when all care is completed and required documentation is available in DART+.



New – Diagnostic Imaging Requirements for Providers

Only the following diagnostic imaging codes (radiographs) **must** be submitted with the claim if they were included on the DTF referral:

D0210	D0272
D0220	D0273
D0230	D0274
D0240	D0277
D0270	D0330

Please note: Diagnostic imaging (radiographs) not requiring an upload (e.g., cone beam) must be referenced in the narrative.

Emergency Dental Care

- Emergency dental care procedures established by the DTF apply to all non-remote ADSMs. Those ADSMs should contact their local DTF to obtain policies pertaining to emergency dental care.
- Non-remote ADSMs (DTF-referred) who are traveling (leave, duty related) and need emergency dental care don't require an Appointment Control Number (ACN) or referral if they aren't within 50 miles of a military DTF. They may seek treatment from any civilian dentist, but follow-up care with a non-network dentist is not authorized.



Emergency Dental Care (continued)

- Crowns, bridges, and dentures are **not** considered emergency care. If an ADSM chooses to receive non-emergency services as part of emergency care, the ADSM must pay for the cost of those services.
- CONUS: ADSMs are instructed that they must follow their assigned DTF's policy regarding emergency dental care. Note that they can see any dentist for emergency dental care. A network provider isn't required, but follow-up care with a non-network dentist won't be authorized and ADSMs therefore will be responsible for payment.
 - Use United Concordia's online [Find a Dentist](#) tool to locate an ADDP network dentist near your facility.
- OCONUS: Although ADSMs can see any licensed dentist for emergency dental care, it's strongly recommended that they call United Concordia for assistance with all OCONUS care.

Cancelled and Missed Appointments

- If an ADSM can't keep an appointment with a civilian dentist, the ADSM should cancel it as soon as possible, preferably at least 24 hours before the appointment.
- Extenuating circumstances might occasionally prevent ADSMs from cancelling within 24 hours of the appointment. ADSMs in that case can submit an appeal to United Concordia if they receive a bill for a missed appointment.
- The appeal should explain in detail why the ADSM missed the appointment and be submitted to United Concordia (appeal details on next slide).



Appeals

The ADSM **must** have a DTF referral* before accessing civilian dental care. If the ADSM doesn't have a DTF referral before receiving care, or if the provider submits a claim for procedures that weren't on the referral, the claim will be denied.

The ADDP offers **three** ways to appeal:

1. DTF staff can appeal by logging in to DART+, through the Government portal on the ADDP website, and selecting the "Create New Appeal" button. DTF staff can locate appeal requirements in DART+ and DISC.
2. The ADSM can appeal the denial of a claim through the online [Appeal Form](#), in the ADSM portal under the Forms and Resources tab, on the ADDP website. The form must be completed in its entirety. The required information can be found on the ADSM's Dental Explanation of Benefits (DEOB). ADSMs can locate their DEOB and track the status of their appeal in *My Account*.
3. DTF staff and ADSMs can submit an appeal in writing to United Concordia.

**DTF referrals are automatically assigned an Appointment Control Number at the time the referral is submitted. Note that complex case care cannot be provided until after a DSPOC review, as described on slide 10.*

Grievances

If there is a **quality of care concern** with a United Concordia network dentist, address it in the following manner:


- The ADSM or the DTF should address the concern first with the treating dentist. This gives the dentist a chance to rectify the concern. The DTF can request that United Concordia contact the dentist for corrective action, if the DTF prefers.
- If the dentist doesn't correct the issue after the first request, the ADSM or DTF should contact United Concordia to address the concern.

To file a grievance, the DTF or ADSM can submit the ADDP's online [Grievance Form](#). The form can also be printed or mailed/faxed to United Concordia. Contact information is located at the end of this presentation.

Information About Civilian Dentists

Civilian Dentists

The ADDP requires ADSMs to use a network dentist unless a non-network provider is approved by United Concordia prior to receipt of care.

- United Concordia has created the ADDP dental network to specifically support ADSMs who utilize the ADDP.
- The network includes a subset of *STAR* providers who have shown exceptional dedication to ADSMs, high standards of care, and a deep understanding of program requirements.
 - *STAR* providers are listed first in the ADDP's online provider directory and designated with a gold star  in the search results.

Civilian Dentists (continued)

ADDP network dentist requirements

- Network dentists will not collect payment from ADSMs for covered procedures or bill the ADSMs for any authorized and/or covered dental care.
- If an ADSM elects to receive a non-covered dental procedure from a network provider, the ADSM must be informed by the provider, before receiving the treatment, that the procedure isn't part of ADDP coverage. In that case, the ADSM would agree to pay for the non-covered treatment.
- United Concordia will receive the ADSM's dental readiness classification (DRC) from dentists. ADSMs won't be charged for these classification services.
- Network dentists will provide expedited appointments for early activators, personnel in the Transitional Assistance Management Program (TAMP) and ADSMs with a dental readiness classification of "3."

Civilian Non-Network Dentists

- If the ADSM is approved for care from a non-network dentist who seeks payment up front, United Concordia will attempt to negotiate a payment arrangement or locate a provider who won't charge the ADSM before receiving care.
- If an ADSM paid a non-network dentist for approved care or received care due to an emergency, United Concordia will reimburse the ADSM for the cost of that care.

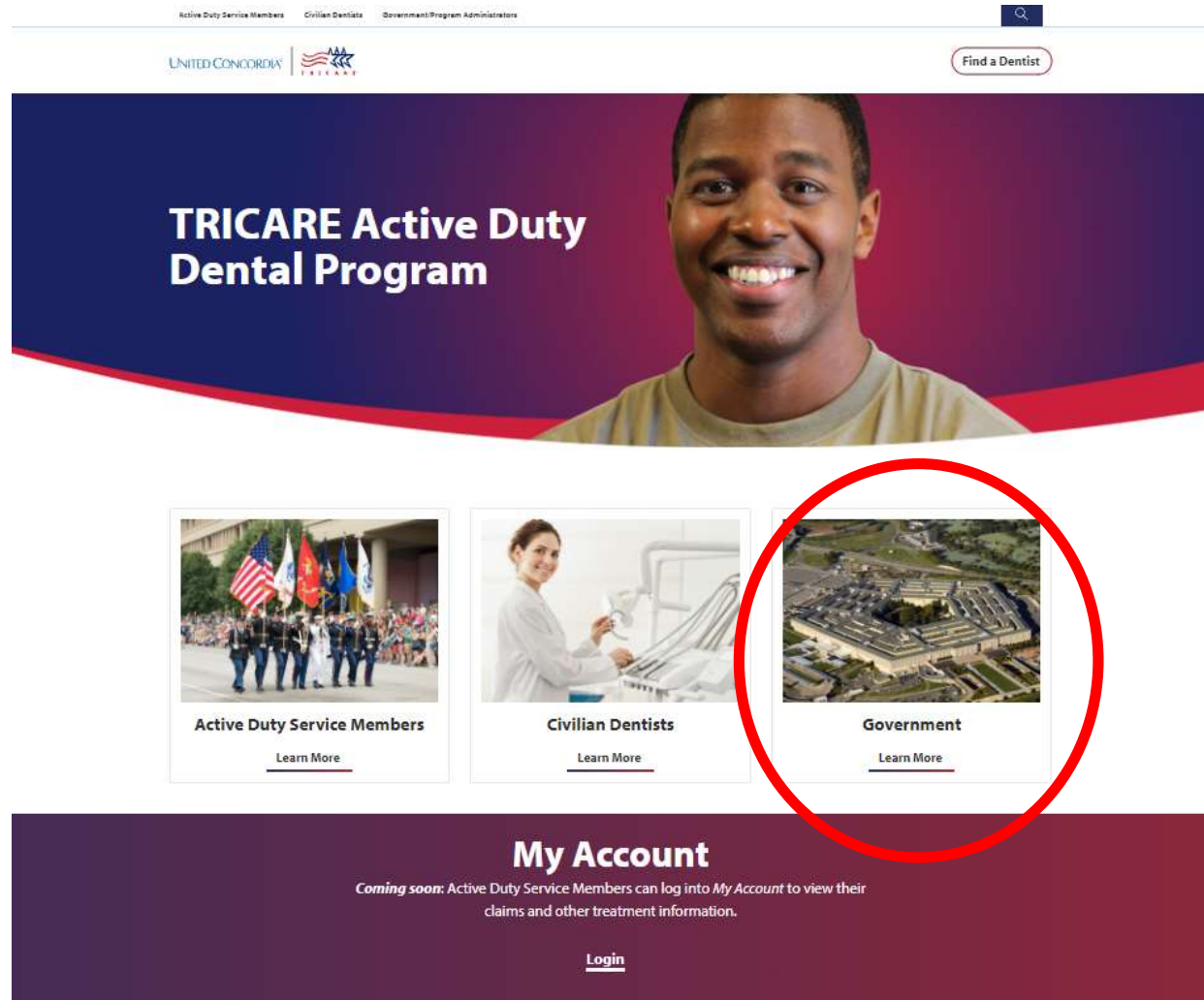
Steps for Referring ADSMs to Civilian Dentals

Important items:

- ADSMs who live and/or work within 50 miles of a military DTF **must** receive a referral from their DTF before making an appointment with or receiving any civilian dental care.
- DART+ allows you to submit online referrals for ADSMs. You also can use DART+ to modify referrals or monitor the appointment status of each ADSM.
- For orthodontic requests, you must submit the [DTF Orthodontic Referral Form](#), located in the **Forms and Resources** section of the ADDP website.
 - Please note that DTF referrals for orthodontics will only be approved under the ADDP in instances of recent trauma or in support of other, readiness-related dental procedures.
- For implant request, you must submit the [Command Memorandum-Implant Treatment](#) form located in the **Forms and Resources** section of the ADDP website.
- After you've determined that civilian dental care is required to maintain or achieve dental readiness, you'll need to follow the steps described in this section to ensure timely access to a civilian dentist.

Completing and Submitting a Referral Request Form

Access the [Referral Request Form](#) through the ADDP website (www.addp-ucci.com) by selecting the **Government** portal.



Completing and Submitting a Referral Request Form

Log in to United Concordia's DART+ system using the login ID and password provided by United Concordia.



The screenshot shows the United Concordia DART+ system portal. The top navigation bar includes links for 'Active Duty Service Members', 'Civilian Dentists', and 'Government/Program Administrators' (which is highlighted in red). A red arrow points to the 'Login' button in the top right corner. Below the navigation bar, there is a search bar and a 'Find a Dentist' button. The main content area features a large banner with the text 'Welcome to the Government and Program Administrator's Portal' and 'Your online information resource'. The banner has a dark blue background with a red wave at the bottom. On the right side of the banner, there is a vertical 'Feedback' button.

Active Duty Dental Program Overview

The Active Duty Dental Program (ADDP) provides private sector dental care to ensure dental health and deployment readiness for ADSMs who are unable to receive required care from a military dental treatment facility (DTF).

Completing and Submitting a Referral Request Form (Continued)

Select **Existing DART+ Users** to begin the referral process.

DART+ (Dental Authorization and Referral Tracker)

You can submit ADDP dental referrals electronically for DTF-referred service members through DART+. You also can modify referrals and monitor the appointment status of each referred active duty service member. For details about DART+, consult your [DTF manual](#) or view the [online tutorial](#).



Existing DART+ Users

Need help completing and/or submitting authorization and referral forms in DART+?

Need help using DART+, or with registering? Call United Concordia, 1-866-984-2337.

[Login](#)



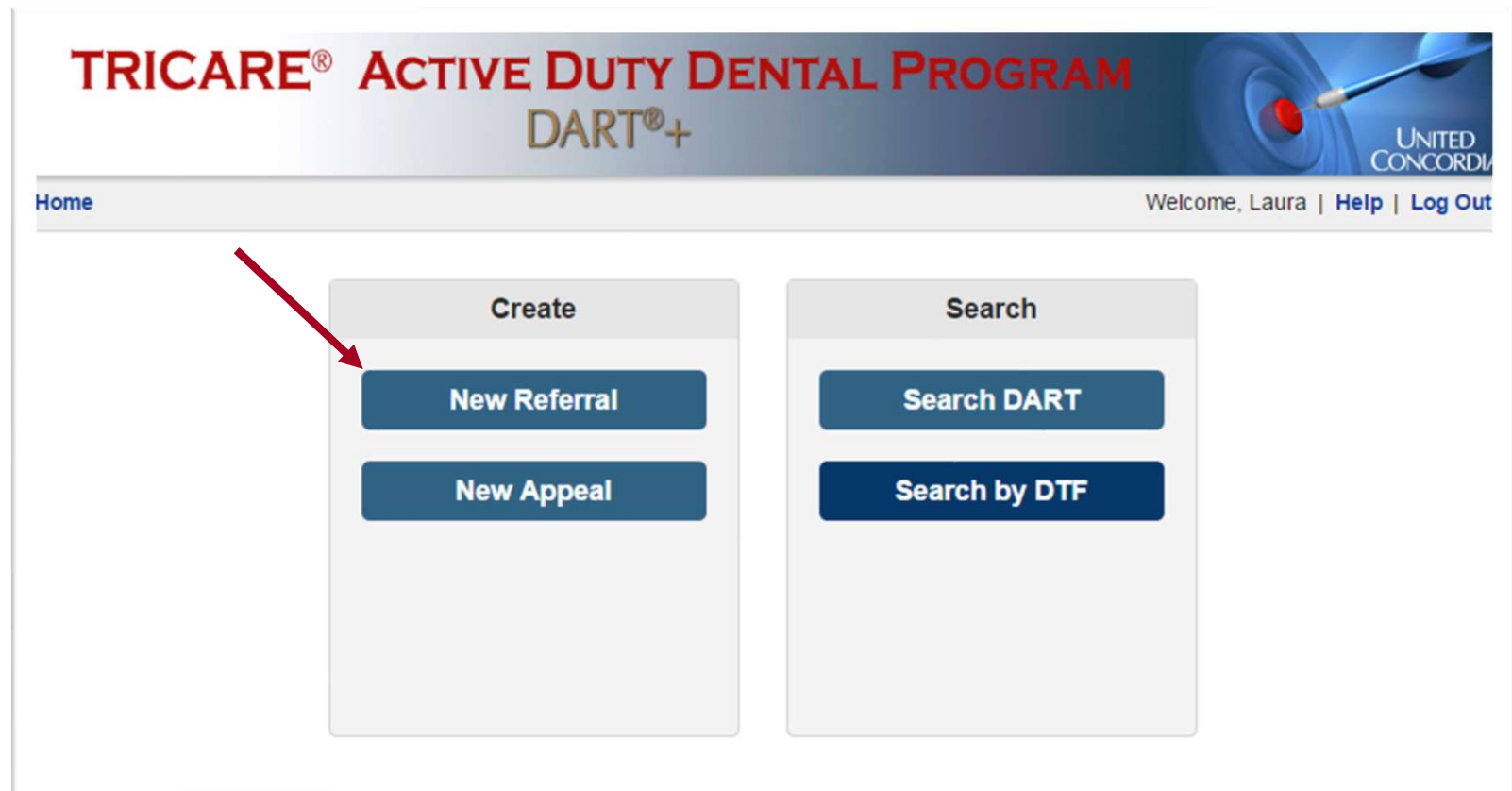
New DART+ Users

To activate an account, call 1-866-984-2337. If you haven't registered, ask your DTF POC to complete the request for DART+ access form and mail it to addpsecurity@uccci.com. Only your DTF POC can request access. The DTF POC should note what type of access is being requested (DISC and/or DART+). Requests received from anyone other than a DTF POC will be denied.

HQ-level personnel: Request access through your service chain of command to DHA.

Referral Request Form (Continued)

Select the **New Referral** button to begin a new referral form. This will take you to the Referral Launch page.



Referral Launch Page

To verify eligibility and obtain an ADSM referral and ACN, type the ADSM's SSN or DoD Benefits Number (located on the back of the ADSM's ID card) **and the date of birth** in the spaces provided.

- If no eligibility is found, the ADSM should contact the personnel office to update eligibility.
- If DEERS is down, you may continue with the referral, but it is important to note that all ADSMs **MUST** be eligible for the ADDP at the time care is received.

TRICARE® ACTIVE DUTY DENTAL PROGRAM
DART®+

Home | Search Welcome, Lou | Help | Log Out

Referral Launch

Fields with asterisks (*) are required.

*Member ID Type: ☐ Member SSN ☐ Benefits Number

*ID Number: (no dashes)

* Member Date of Birth:

United Concordia Provider ID:

Member Eligibility

[Enter ID Number and Date of Birth above](#)

Member Name:

HCDP Code:

Eligibility Status:

Provider Information - 64346

Name: JOSE L DE LA HOZ DDS
Country: Spain
Address: Paseo Del la Habana 12
1 Q 17da
Madrid, null 28036
Provider Specialty: General Dentistry
License Status: TOPD

[View More Results / Search](#)

Service members must be on active duty at the time dental care is provided under the ADDP. Claims received for service members not on active duty will be denied, and the service member will be responsible for all charges related to that care.

Referral Launch Page (Continued)

TRICARE® ACTIVE DUTY DENTAL PROGRAM
DART®+

UNITED CONCORDIA®

[Home](#) | [Search](#)

Welcome, John | [Help](#) | [Log Out](#)

Referral Launch

Fields with asterisks () are required.*

*ID Number: (no dashes)

123456789

☒ Member SSN ☐ Benefits Number

*Member Date of Birth:

mm/dd/yyyy

United Concordia Provider ID:

Continue with New Referral

Cancel

Member Eligibility

Enter ID Number and Date of Birth above

Member Name:

HCDP Code:

Eligibility Status:

Provider Information

Enter United Concordia Provider ID above

Name:

Address:

Provider Specialty:

Participation Status:

Member Referrals - 123-45-6789

Referral Number	DTF Name	Tooth Number	Procedure	United Concordia Provider ID	ACN	ACN Status
12345678	Cherry Point			123456	12345	OPEN
			D9220			
			D0160			
			D9221			
		1	D7240			
		16	D7240			
		17	D7240			
		32	D7240			
			D0330			

[View More Results / Search](#)

Service members must be on active duty at the time dental care is provided under the ADDP. Claims received for service members not on active duty will be denied, and the service member will be responsible for all charges related to that care.

Insert SSN or DoD Benefits Number here.

Referral/ACN information is displayed here.

Referral Launch Page (Continued)

Some DTFs maintain their own list of ADDP network providers (not utilizing the Find-a-Dentist tool).

To enter your saved provider information, you can enter the dentist's provider ID in the field provided and then use the Retrieve Provider Data" button. The dentist's information and specialty will be displayed in the section next to the beneficiary's eligibility.

Enter the United Concordia provider ID here.

Network provider information will display here.

TRICARE® ACTIVE DUTY DENTAL PROGRAM
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[Home](#) | [Search](#)
Welcome, John | [Help](#) | [Log Out](#)

Referral Launch

Fields with asterisks (*) are required.

ID Number: (no dashes)
☒ Member SSN
☐ Benefits Number

Member Date of Birth:

United Concordia Provider ID:

Member Eligibility - 123-45-6789 - 01/01/1990

Member Name: John Doe
HCDP Code: 025 - Direct Care Dental for ADDP Sponsors
Eligibility Status: YES

Provider Information - 123456

Name: JOHNSON DDS
Address: 123 MAIN STREET
ANYTOWN, PA 12345
Provider Specialty: General Dentistry
Participation Status: YES

Member Referrals - 123-45-6789

Referral Number	DTF Name	Tooth Number	Procedure	United Concordia Provider ID	ACN	ACN Status
12345678	Cherry Point			123456	12345	OPEN
			D9220			
			D0160			
			D9221			
		1	D7240			
		16	D7240			
		17	D7240			
		32	D7240			
			D0330			

[View More Results / Search](#)

Service members must be on active duty at the time dental care is provided under the ADDP. Claims received for service members not on active duty will be denied, and the service member will be responsible for all charges related to that care.

- If the provider you submitted from your list is no longer in the network, this message will appear:
 - You have entered a non-participating provider. Please enter a participating provider if one is available.*
- If you receive this message and need assistance with finding a network (participating) provider, use the *Find a Dentist* application or contact United Concordia.
- If you want to request ADDP non-network approval, see slide 51.

Appointment Information

* Who will be responsible for scheduling the appointment? [Find a Dentist \(FAD\)](#) | [OCONUS \(FAD\)](#)

Entering the United Concordia provider ID will auto-populate the dentist's information. In Find a Dentist, click on the desired provider, then copy and paste the Provider Number (not the NPI) on this referral.

United Concordia Provider ID: ☒ Specialist
 You have entered a non-participating provider. Please enter a participating provider if one is available.

First Appointment: Date: Hour: Minute: AM/PM:

If you are not scheduling an appointment at this time and you have a Provider preference, please enter the information below. If you know the United Concordia Provider ID, please enter the Provider ID above and select Retrieve Provider Data.

Provider Name:

Provider Specialty:

Provider Country:

Provider Street 1:

Provider Street 2:

Provider City: State: Provider Zip:


Provider Email:

Provider Phone:

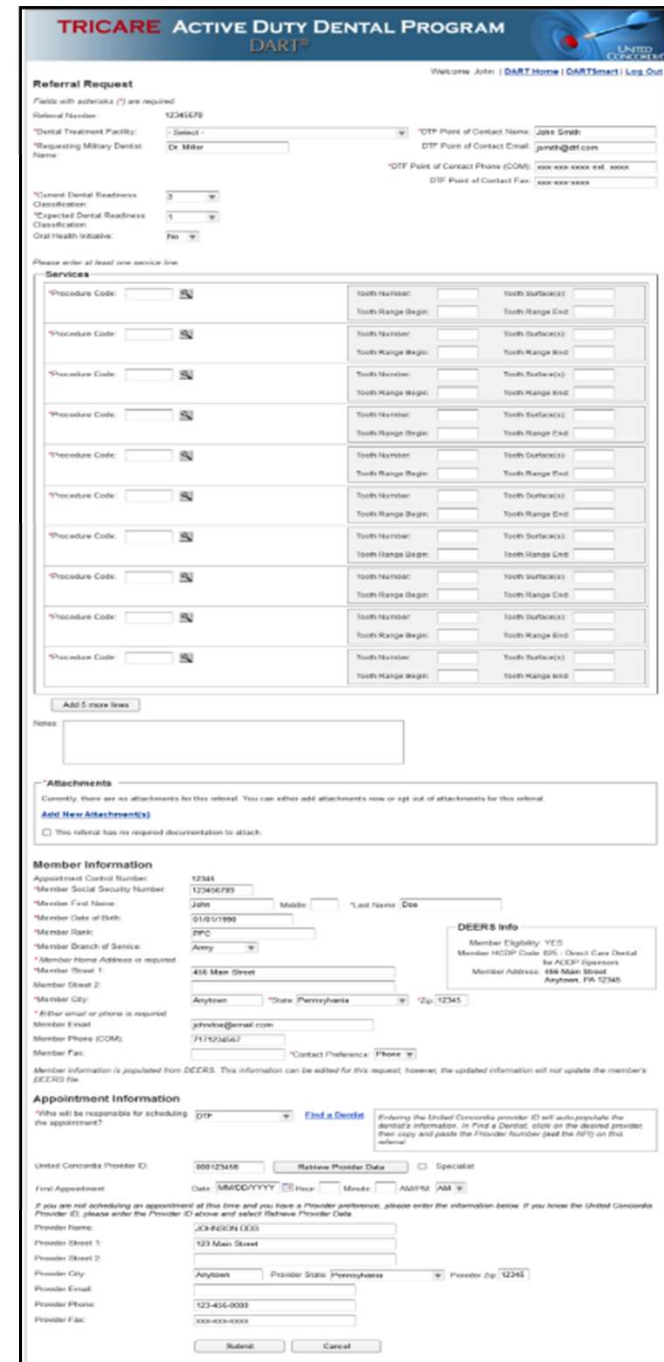
Provider Fax:

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Referral Request Form

- To continue with the new referral process, select **Continue with New Referral**.
- The **Referral Request Form** will then appear, pre-populated with ADASM and United Concordia network provider information.
- This is the Referral Request Form in its entirety. 

The following slides reference individual sections of this form.



TRICARE ACTIVE DUTY DENTAL PROGRAM DART

Welcome John | [DART Home](#) | [DART Smart](#) | [Log Out](#)

Referral Request

Fields with asterisks (*) are required

National Number: 12345678

Dental Treatment Facility: Select *

Requesting Military Dental Name: Dr. Miller

DTF Point of Contact Name: John Smith

DTF Point of Contact Email: jsmith@dtf.com

DTF Point of Contact Phone (COM): xxx-xxx-xxxx

DTF Point of Contact Fax: xxx-xxx-xxxx

Current Dental Readiness Classification: 3

Expected Dental Readiness Classification: 1

Oral Health Initiative: No

Please enter at least one service line

Procedure Code	Tooth Number	Tooth Range Begin	Tooth Range End

[Add 5 more lines](#)

Notes

Attachments

Currently, there are no attachments for this referral. You can either add attachments now or opt out of attachments for this referral.

[Add New Attachment\(s\)](#)

☐ This referral has no required documentation to attach.

Member Information

Appointment Control Number: 12345

Member Social Security Number: 123456789

Member First Name: John

Member Last Name: Doe

Member Date of Birth: 01/01/1990

Member State: PA

Member Branch of Service: Army

Member Home Address or required Member Street 1: 416 Main Street

Member Street 2:

Member City: Anytown

Member State: Pennsylvania

Member Zip: 12345

Member Email: jsmith@dtf.com

Member Phone (COM): 717-123-4567

Member Fax:

Contact Preference: Phone

DEERS Info

Member Eligibility: YES

Member HICOP Code: 000 - Direct Care Dental

Member Address: 416 Main Street

Anytown, PA 12345

Appointment Information

Who will be responsible for scheduling the appointment? DTF [Find a Dentist](#)

United Concordia Provider ID: 000123456

First Appointment: Date: MM/DD/YYYY Time: Minute AM/PM

If you are not scheduling an appointment at this time and you have a Provider preference, please enter the information below. If you know the United Concordia Provider ID, please enter the Provider ID above and select Refuse Provider Date.

Provider Name: JCK-KC0011600

Provider Street 1: 123 Main Street

Provider Street 2:

Provider City: Anytown

Provider State: Pennsylvania

Provider Zip: 12345

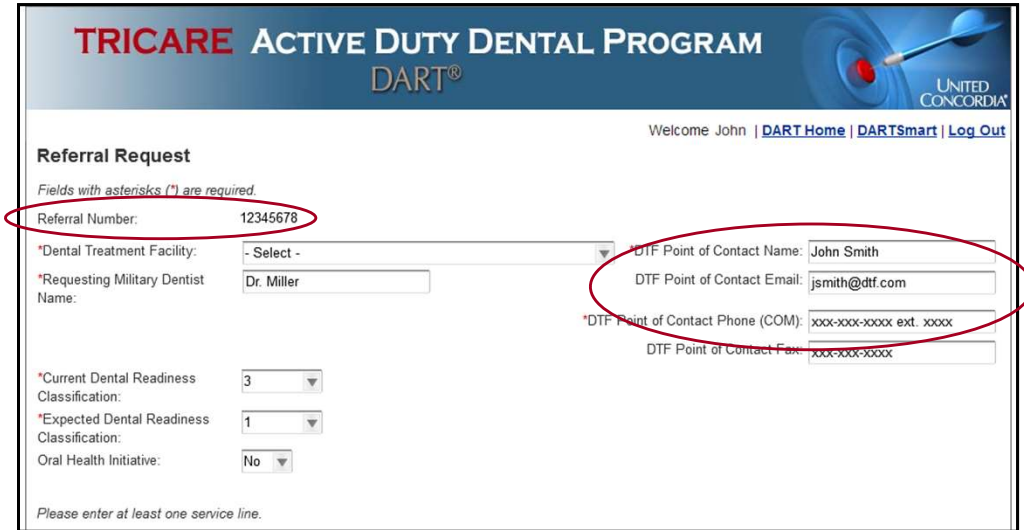
Provider Phone: 123-456-7890

Provider Fax: xxx-xxx-xxxx

[Submit](#) [Cancel](#)

Referral Request Form (Continued)

- The **Referral Request Form** will automatically populate with a **Referral Number** and **Appointment Control Number**.
- The form will also auto-populate with the name and email address of the DTF staff member who is logged into DART+.
- The ADASM can't schedule civilian dental care without first receiving a completed **Referral Request Form** from the military DTF.



TRICARE ACTIVE DUTY DENTAL PROGRAM
DART®

Welcome John | [DART Home](#) | [DARTSmart](#) | [Log Out](#)

Referral Request

Fields with asterisks () are required.*

Referral Number: 12345678

*Dental Treatment Facility: - Select -

*Requesting Military Dentist Name: Dr. Miller

DTF Point of Contact Name: John Smith

DTF Point of Contact Email: jsmith@dtf.com

*DTF Point of Contact Phone (COM): xxx-xxx-xxxx ext. xxxx

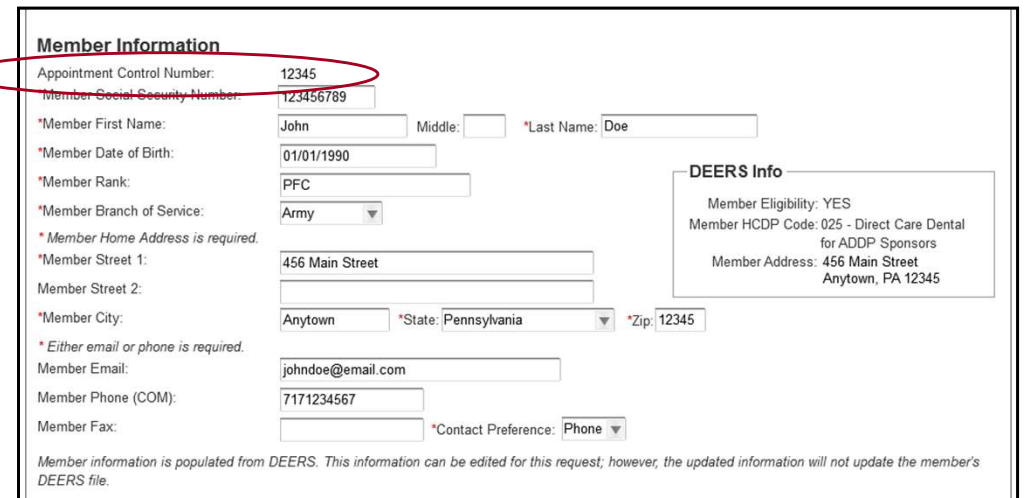
DTF Point of Contact Fax: xxx-xxx-xxxx

*Current Dental Readiness Classification: 3

*Expected Dental Readiness Classification: 1

Oral Health Initiative: No

Please enter at least one service line.



Member Information

Appointment Control Number: 12345

Member Social Security Number: 123456789

*Member First Name: John Middle: *Last Name: Doe

*Member Date of Birth: 01/01/1990

*Member Rank: PFC

*Member Branch of Service: Army

*Member Home Address is required.

*Member Street 1: 456 Main Street

Member Street 2:

*Member City: Anytown *State: Pennsylvania *Zip: 12345

*Either email or phone is required.

Member Email: johndoe@email.com

Member Phone (COM): 7171234567

Member Fax: *Contact Preference: Phone

DEERS Info

Member Eligibility: YES

Member HCDP Code: 025 - Direct Care Dental for ADDP Sponsors


Member Address: 456 Main Street, Anytown, PA 12345

Member information is populated from DEERS. This information can be edited for this request; however, the updated information will not update the member's DEERS file.

Referral Request Form (Continued)

- United Concordia will track the dental readiness of all ADSMs receiving civilian dental care upon completion of treatment indicated on the referral.
- You **must** select the ADSM's current dental readiness classification and the expected readiness classification. **Note: Class 4 is not a utilized class within the ADDP.**

TRICARE ACTIVE DUTY DENTAL PROGRAM
DART®



Welcome John | [DART Home](#) | [DARTSmart](#) | [Log Out](#)

Referral Request

Fields with asterisks () are required.*

Referral Number:	12345678		
*Dental Treatment Facility:	- Select -	*DTF Point of Contact Name:	John Smith
*Requesting Military Dentist Name:	Dr. Miller	DTF Point of Contact Email:	jsmith@dtf.com
		*DTF Point of Contact Phone (COM):	xxx-xxx-xxxx ext. xxxx
		DTF Point of Contact Fax:	xxx-xxx-xxxx
*Current Dental Readiness Classification:	3		
*Expected Dental Readiness Classification:	1		
Oral Health Initiative:	No		

Please enter at least one service line.

Referral Request Form (Continued)

- It is the DTF staff's responsibility to complete the **Referral Request Form**. Required fields are marked with an asterisk and must be completed before the form will be accepted.
- The **Service** section **must be completed** with all dental procedures you wish to be performed. Services that require a tooth number, surface, or quadrant to process a claim will require you to enter this information before the referral can be submitted.

TRICARE ACTIVE DUTY DENTAL PROGRAM
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Home | Search | Welcome, John | Help | Log Out

Referral Request

Fields with asterisks (*) are required.

Referral Number: 12345678

*Dental Treatment Facility: - Select - *DTF Point of Contact Name: John Smith

*Requesting Military Dentist Name: Dr. Miller DTF Point of Contact Email: jsmith@dtf.com

*DTF Point of Contact Phone (COM): xxx-xxx-xxxx ext. xxxx

DTF Point of Contact Fax: xxx-xxx-xxxx

*Current Dental Readiness Classification: 3

*Expected Dental Readiness Classification: 1

Oral Health Initiative: No

Please enter at least one service line.

Services


*Procedure Code:	Tooth Number:	Tooth Surface(s):	Tooth Range Begin:	Tooth Range End:

Add 5 more lines

Referral Request Form (Continued)

Attach all supporting documentation (clinical notes, X-ray) to the **Referral Request Form**. You can add documents from a file on your computer or from an existing DART+ record.

TRICARE ACTIVE DUTY DENTAL PROGRAM
DART®+



Attachment Manager (Referral 12345678)
Fields with asterisks () are required.*

Filename	File Information	Actions
---	---	---

[Add from Computer](#)
[Add from Existing DART Record](#)

Save Attachments

Close

Referral Request Form (Continued)

- If you choose to attach an image from an existing DART+ record, a screen will appear with a list of attachments associated with the ADSM. You can select from any of these files.
- If you want to upload a file from your computer, navigate to the file and select **Attach**.
- After you've selected the images to upload, select a category and enter a description. If you select an image category, you **must** enter the date the image was created.

Attachment Manager (Referral 12345678)

Fields with asterisks () are required.*

Not Yet Attached (3)	
Filename	File Information
Image1.jpg	Name: <input type="text" value="Image1"/> *Category: <input type="text" value="- Select Category -"/> Description: <input type="text"/>
Image2.jpg	Name: <input type="text" value="Image2"/> *Category: <input type="text" value="- Select Category -"/> Description: <input type="text"/>
WordDoc.docx	Name: <input type="text" value="WordDoc"/> *Category: <input type="text" value="- Select Category -"/> Description: <input type="text"/>

[Add from Computer](#)
[Add from Existing DART Record](#)

Referral Request Form (Continued)

- After the documentation has been uploaded to the referral, you can view, download, edit, or delete items from within the referral.
- When viewing images, you can have up to 20 images open in the viewer. Use the navigation at the top of the viewer to switch between images.
- When you are done editing the images, select the **Done** or **Return to Referral** button to continue with your referral.

Attachment Manager (Referral 12345678)

Fields with asterisks () are required.*

Attachment Summary

- ImageX.jpg has been added successfully to this record
- ImageY.jpg has been added successfully to this record

Attached (2)

Filename	File Information
ImageX.jpg	Name: ImageX Category: Bitewing Description: X-ray Image Date Attached: 07/24/2014
ImageY.jpg	Name: ImageY Category: Bitewing Description: X-ray Image Date Attached: 07/24/2014

[Add from Computer](#)
[Add from Existing DART Record](#)

Referral Request Form (Continued)

There are three ways to make an ADSM appointment:

1. The DTF can make the appointment with a United Concordia network dentist.
2. The ADSM can personally make the appointment with a United Concordia network dentist.
3. United Concordia can make the appointment for the ADSM.



Referral Request Form (Continued)

- Either you or the ADSM can make the appointment, provided you schedule it with a United Concordia network dentist. (Use the [Find a Dentist*](#) tool on the ADDP website. (The dentists appearing in the search results are ADDP network dentists.)
- If the ADSM makes the appointment, the ADSM must use the ACN on the Referral Confirmation page. Again, ADSMs must use a United Concordia network dentist when scheduling the appointment.
- If you require an expedited appointment (e.g., the ADSM has a Dental Readiness Classification of 3, imminent deployment, etc.), call United Concordia at 1-866-984-2337 for assistance.
- United Concordia will also coordinate expedited appointments for TAMP and EE members.

Referral Request Form (Continued)

It's important to select who will be responsible for making the ADSM's appointment with the civilian provider. If the DTF wishes to make the appointment, the network provider information must be filled in.

Appointment Information

*Who will be responsible for scheduling the appointment? DTF [Find a Dentist](#)

Entering the United Concordia provider ID will auto-populate the dentist's information. In Find a Dentist, click on the desired provider, then copy and paste the Provider Number (not the NPI) on this referral.

United Concordia Provider ID: ☐ Specialist

First Appointment: Date: Hour: Minute: AM/PM:

If you are not scheduling an appointment at this time and you have a Provider preference, please enter the information below. If you know the United Concordia Provider ID, please enter the Provider ID above and select Retrieve Provider Data.

Provider Name:

Provider Street 1:

Provider Street 2:

Provider City: Provider State: Provider Zip:

Provider Email:

Provider Phone:

Provider Fax:

Note: ADSMs **must** use a United Concordia network dentist.

Referral Request Form (Continued)

Appointment Information: If the DTF makes the appointment for the ADSM, you **must** include the United Concordia Provider ID and the ADSM's appointment information on the Referral Request in the date/time area. You will receive a system notification if you attempt to refer an ADSM to a non-network dentist

To locate a network provider or provider ID, click the [Find a Dentist](#) link on the Referral Request Form.

Appointment Information

*Who will be responsible for scheduling the appointment? DTF [Find a Dentist](#)

Entering the United Concordia provider ID will auto-populate the dentist's information. In Find a Dentist, click on the desired provider, then copy and paste the Provider Number (not the NPI) on this referral.

United Concordia Provider ID: 000123456 [Retrieve Provider Data](#) ☐ Specialist

First Appointment: Date: MM/DD/YYYY Hour: Minute: AM/PM: AM

If you are not scheduling an appointment at this time and you have a Provider preference, please enter the information below. If you know the United Concordia Provider ID, please enter the Provider ID above and select Retrieve Provider Data.

Provider Name: JOHNSON DDS

Provider Street 1: 123 Main Street

Provider Street 2:

Provider City: Anytown Provider State: Pennsylvania Provider Zip: 12345

Provider Email:

Provider Phone: 123-456-0000

Provider Fax: xxx-xxx-xxxx

[Submit](#) [Cancel](#)

Find a Dentist

- **Find a Dentist** will return all ADDP providers based on the search criteria entered.
- **STAR providers** appear at the top of the search results and be designated with a gold star and a “yes” in the *STAR* provider column.
- **A map** shows their geographical locations and proximity to your address.

TRICARE® ACTIVE DUTY DENTAL PROGRAM

UNITED CONCORDIA

Find a Dentist

Search: Camp Hill, PA 17011, USA | Last Name or Practice | Search

Here are your TRICARE® Active Duty Dental Program participating dentists.

1 - 5 of 1277 All Dental Types found within 40 miles | Sort & Refine

1		Vener, Michael B., DMD > Periodontics 3.8 miles 4225 Trindis Rd Camp Hill, PA 17011 (717) 793-7971 ★ STAR	Compare
2		Chun, Jung H., DMD > General Dentistry 34.0 miles 1685 Crown Ave Ste 200 Lancaster, PA 17601 (717) 481-7945 Accepting New Patients	Schedule Online Compare
3		Harvest Dental LLC > General Dentistry 28.0 miles 250 N Reading Rd Ephrata, PA 17522	Schedule Online

Find the Provider ID

- After using the *Find a Dentist* tool and selecting the provider you'd like, select the dentist's name to view the details page.
- Copy and paste the **Provider ID** (not the NPI or license number) into the Referral Request and click the Retrieve Provider Data button. The rest of the dentist's information will auto-populate on the form.

Vener, Michael B., DMD
Periodontics ⓘ
5.0 rating
★ STAR
4225 Trindle Rd
Camp Hill, PA 17011
(717) 763-7971
Get Directions

Additional Information

Gender	Male
Languages	English
Handicap	Yes
Accessible	

Credentials

Provider ID: 001908535
License Number: DS031062L

Referral Request Form (Continued)

If you prefer that United Concordia make the appointment, select **United Concordia** in the **Who will be responsible for scheduling the appointment?** field on the form.

- United Concordia will make the appointment expeditiously.
- United Concordia will ensure the ADSM is seen within 21 days of request for a periodic or initial appointment with a general dentist (non-emergency) and within 28 days for specialty care for most ADSMs.
- If possible, use the ADSM's email address rather than phone number for preferred contact. This will expedite your request.

Referral Request Form (Continued)



The **Member Information** section will be auto-populated with the ADSM's contact information, retrieved from DEERS during the initial eligibility check.

Member Information					
Appointment Control Number:	12345				
*Member Social Security Number:	123456789				
*Member First Name:	John	Middle:		*Last Name:	Doe
*Member Date of Birth:	01/01/1990				
*Member Rank:	PFC				
*Member Branch of Service:	Army ▼				
<i>* Member Home Address is required.</i>					
*Member Street 1:	456 Main Street				
Member Street 2:					
*Member City:	Anytown	*State:	Pennsylvania ▼	*Zip:	12345
<i>* Either email or phone is required.</i>					
Member Email:	johndoe@email.com				
Member Phone (COM):	7171234567				
Member Fax:		*Contact Preference:	Phone ▼		
Member information is populated from DEERS. This information can be edited for this request; however, the updated information will not update the member's DEERS file.					

DEERS Info
Member Eligibility: YES
Member HCDP Code: 025 - Direct Care Dental
for ADDP Sponsors
Member Address: 456 Main Street
Anytown, PA 12345

Referral Request Form (Continued)

- Print the **Referral Confirmation** page for the ADSM to take to the civilian dentist. This page will display the procedures needed and the ACN.
- DTFs will receive an email notification when care is completed on the referral *and* all documentation is received by UCCI from the dentist.

ADDP Case Management
P.O. Box 69431
Harrisburg, PA 17106-9431

Jamie Jones
2800 Rock Creek Pkwy
Kansas City, MO 64117

Referral Confirmation

Print and bring this confirmation to your appointment. You must be on active duty at the time dental care is provided under the ADDP. Claims received for service members not on active duty will be denied, and the service member will be responsible for all charges related to that care.

ADDP Dentists must provide a copy of treatment notes related to this referral to the service member upon treatment completion.

Referral Details		Appointment Control Number Details	
Number	12345	Appointment Control Number (ACN)	1234567
Date	01/01/2021	Request Date	01/01/2021
Requesting Military Dentist	Dr Bill Wallace	Member Social Security Number	XXX-XX-1234
Current Dental Readiness Classification (DRC)	Class 2	Member Name	Jamie Jones
Expected Dental Readiness Classification (DRC)	Class 1	Member Rank	SGT
DTF Name	Tom Jones	Member Branch of Service	Army
DTF Point of Contact (POC)	Donna Smith	Appointment Details	
DTF POC Email	donna.smith@mcguire.af	Dentist Name	Edward Milling DDS
DTF POC Phone	999-999-1234	Dentist Contact Name	Edward Milling
Expiration Date	08/28/2021	Dentist Phone	999-123-1234
Eligibility End Date	01/01/2021	Dentist Address	123 Bridge St. Mainsville, NJ 12345

All approved treatment must be completed prior to the expiration date. Treatment not completed by the expiration date will require a new referral. Also, treatment plans cannot be changed without approval; any changes will require a new DTF referral.

Reminder: ADSMs must be eligible for the ADDP at the time that the ADDP provides dental care. Claims received for ADSMs who are not eligible for the ADDP will be denied and the ADSM will be responsible for all charges related to that care.

Common Referral Errors

The most common DTF referral mistakes:

- Using one referral for more than one civilian dentist. This is potentially a privacy violation.
- Placing multiple procedure codes on a single referral that will require treatment at different offices (e.g., crown, cleaning, implant). A **separate referral** must be completed for each service requiring treatment at a unique dentist's office.
- Not including tooth numbers or surfaces with procedure codes.
- Multiple exam codes for different tooth numbers on one referral (D0120 tooth #3, D0120 tooth #4, D0120 tooth #9). **Only one exam code can be applied per referral.**

Common Referral Errors (Continued)

- Only creating a referral for an exam and writing in the notes field that X-rays or additional codes may be added. If it's not included in the alternate procedures (see slides 60-62), then *all* codes desired by the DTF must be included on the referral.
- Submitting referrals as “ADSM responsible” and subsequently instructing the member to contact ADDP to schedule an appointment.
- Scheduling an appointment with a non-network dentist.
- Not verifying that the dentist is a United Concordia network dentist. Use the *Find a Dentist* link on the referral to take you to the search tool.
- Using an existing referral for new courses of treatment. This is especially important due to the new requirement noted below:

New: All referrals will expire 12 months after submission date. You **must not** add new courses of treatment to existing ADSM referrals – you need to submit a new one.

Non-Network Dentist Request

There are instances when a non-network dentist (non-participating provider) may be approved by UCCI upon DTF request. To request use of a non-network dentist, the DTF should:

1. Complete the referral form and submit in its entirety. If you submit a non-network provider's information in the **Appointment Information** section on the DART referral form, you will receive the following message:

You have entered a non-participating provider. Please enter a participating provider if one is available.

If you receive this message and need assistance with finding a network provider, please contact United Concordia. To continue with a request for non-network approval, you should:

2. Call or email United Concordia to request use of a non-network dentist
 - Phone: 1-888-286-8454
 - Email: ADDPDART@highmark.com

Please note that by calling, UCCI can provide you with a decision immediately. Emails will be answered within approximately 24 hours on a business day.

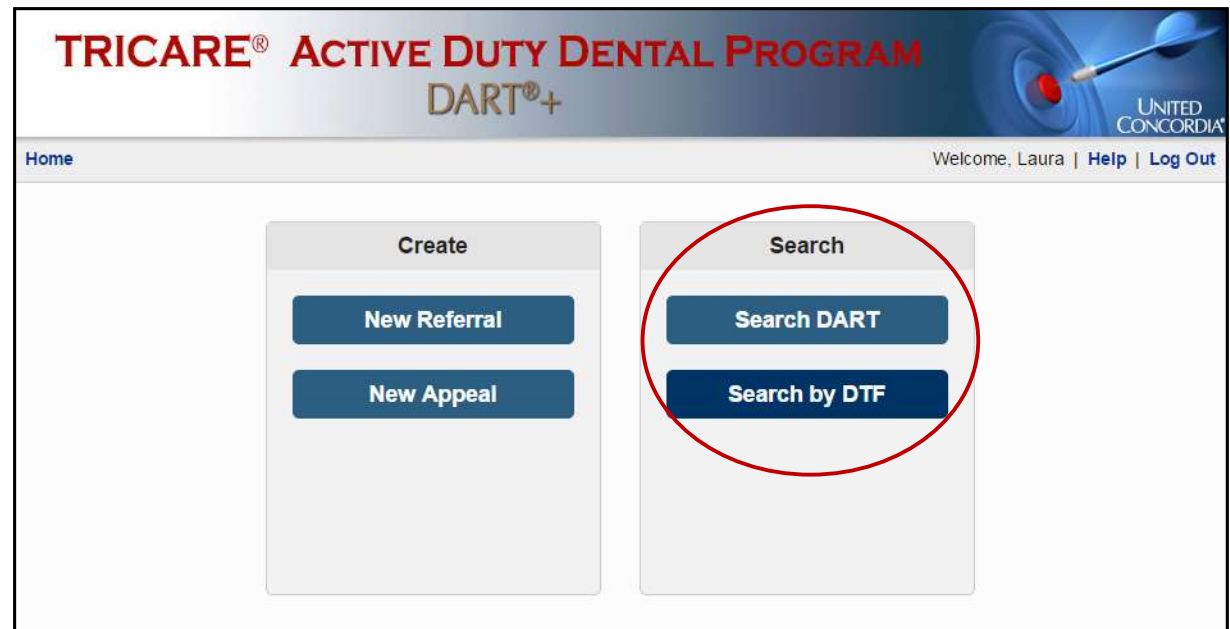
Modifying a Referral

Modifying a Referral

- ADSMs will only receive the procedures prescribed on the referral.
- No alternate procedures will be provided unless approved by the DTF with a separate referral.
- Civilian dentists may contact the DTF directly to discuss additional procedures or treatment modifications that the ADSM may need.
 - When this occurs, **only** the DTF staff can modify the existing referral to include new procedures and/or remove procedures (that the ADSM will no longer receive).
 - You can add additional attachments during the modification process.
- The **Referral Modification** screen will also show an ADSM's scheduled appointment date and time.

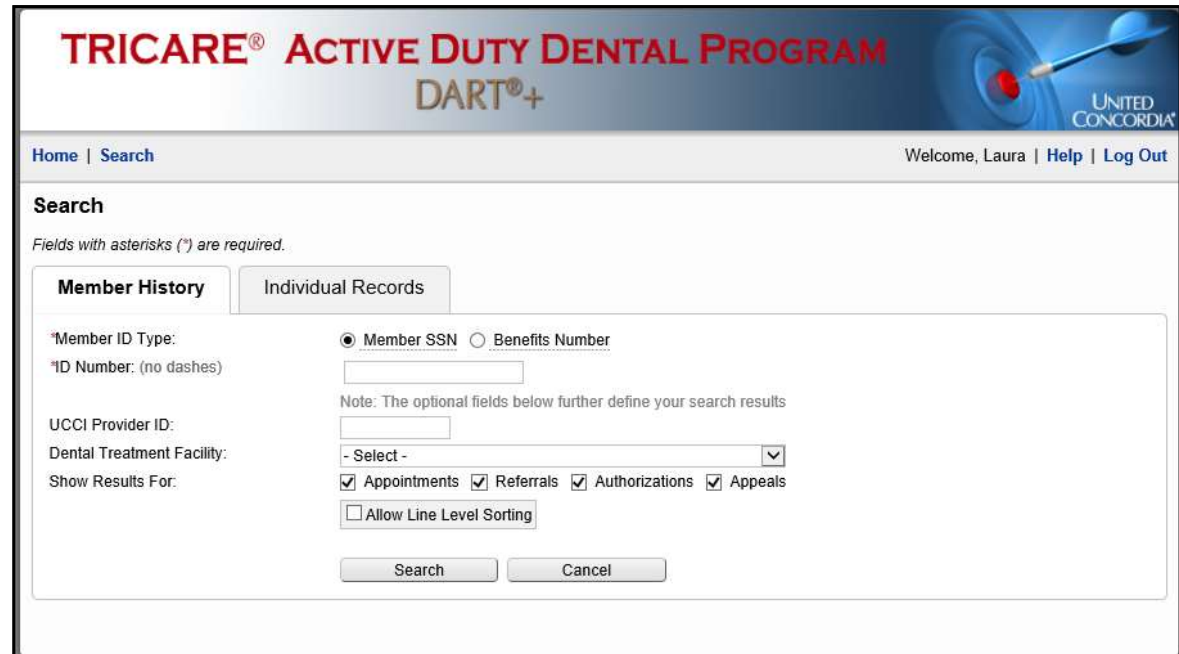
Modifying a Referral in DART+:

- To modify a referral, log onto the DART+ system, using the login ID and password provided by United Concordia.
- On the home page, click the appropriate **search** button to search by DART+ or search by DTF to retrieve the referral to be modified.



Modifying a Referral (Continued)

- If you know the Referral Number or ACN, use the **Individual Records** search. You can also search by SSN or DoD Benefits Number using the **Member History** Search to locate a referral.
- Using the United Concordia Provider ID can narrow the search but it can't be used as the only search criteria.
- You can search by DTF to return all referrals associated with your DTF.



TRICARE® ACTIVE DUTY DENTAL PROGRAM
DART®+

Home | Search

Welcome, Laura | Help | Log Out

Search

Fields with asterisks (*) are required.

Member History | Individual Records

*Member ID Type: ☒ Member SSN ☐ Benefits Number

*ID Number: (no dashes)

Note: The optional fields below further define your search results

UCCI Provider ID:

Dental Treatment Facility: - Select -

Show Results For: ☒ Appointments ☒ Referrals ☒ Authorizations ☒ Appeals

☐ Allow Line Level Sorting

Search Cancel



TRICARE® ACTIVE DUTY DENTAL PROGRAM
DART®+

Home

Welcome, Laura | Help | Log Out

Referral Search

* Dental Treatment Facility: - Select -

Submit Cancel

Modifying a Referral (Continued)

- The DART+ system will return all referrals based on the search criteria. Results will be displayed at the bottom of the page.
- Select the referral to be modified.

TRICARE ACTIVE DUTY DENTAL PROGRAM
DART®+

Home | Search Welcome, John | Help | Log Out

Search
Fields with asterisks (*) are required.

Member History **Individual Records**

ID Number: (no dashes) ☒ Member SSN ☐ Benefits Number
Note: The optional fields below further refine your search results.

UCCI Provider ID:

Dental Treatment Facility:

Show Results For: ☒ Appointments ☒ Referrals ☒ Authorizations ☒ Appeals
☐ Allow Line Level Sorting

Results for John Smith (123-45-6789) | [View Member Claims](#)

1-3 of 3

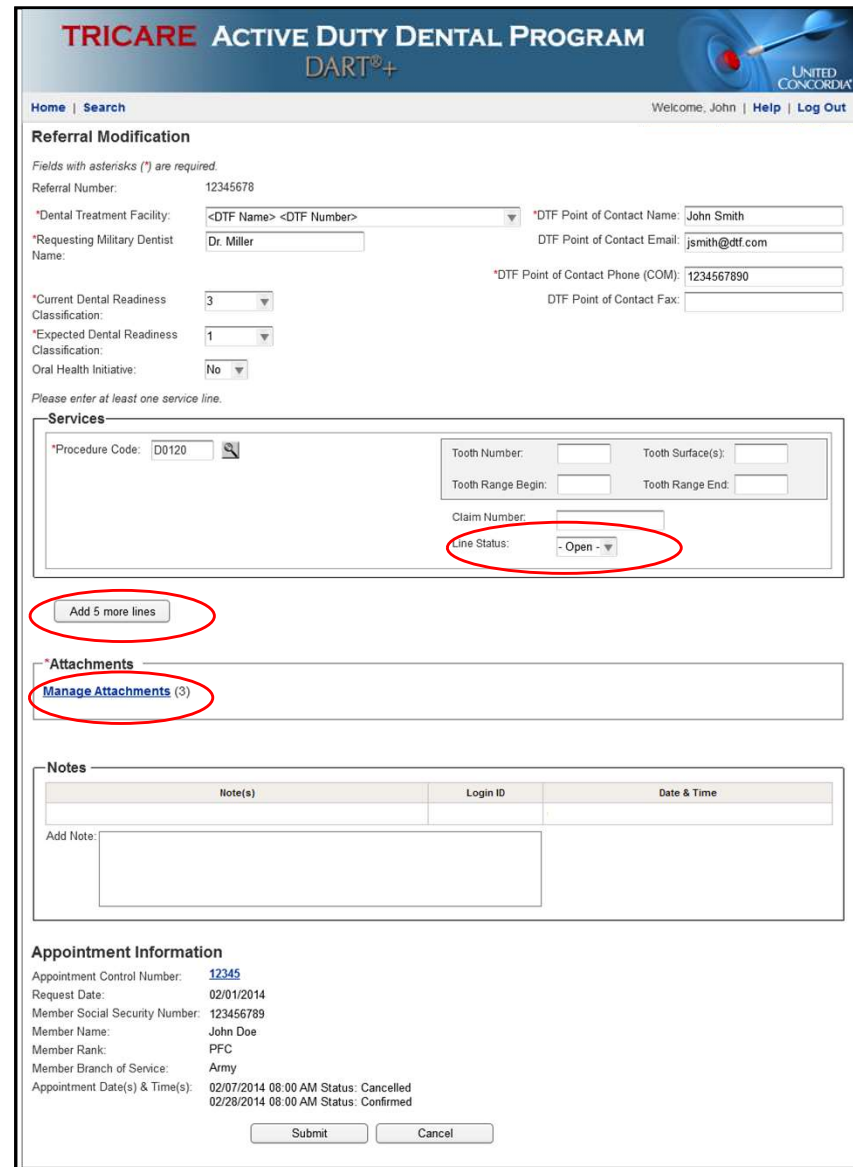
Record Type (Reference Number) *	ACN *	UCCI Provider ID *	Record Status *	Tooth # or Designator	Procedure Code	Line Status	Approved Status	View
Referral (1234) 01/01/2014	1111	000111111	Approved					Attachments (5)
					D9220	Closed	Approved	
					D0160	Closed	Approved	
					D9221	Closed	Approved	
				01	D7240	Closed	Approved	
				16	D7240	Closed	Approved	
				17	D7240	Closed	Approved	
				32	D7240	Closed	Approved	
					D0330	Closed	Approved	
Authorization (2345) 12/07/2013	2222	000999999	UCD Development					Member Confirmation Provider Confirmation
					D9940	Closed	Approved	
Appointment (3333) 12/02/2013	3333	000008888	Closed					

1-3 of 3

Modifying a Referral (Continued)

- The **Referral Modification** form allows DTF staff to add or delete procedures on the original referral and manage attachments associated with the referral.
- After all items have been updated, click the **Submit** button at the bottom of the page.

Exceptions are listed on the following slides, and do not require a modification by the DTF.



TRICARE ACTIVE DUTY DENTAL PROGRAM
DART®+

Home | Search Welcome, John | Help | Log Out

Referral Modification

Fields with asterisks (*) are required.

Referral Number: 12345678

*Dental Treatment Facility: <DTF Name> <DTF Number> *DTF Point of Contact Name: John Smith

*Requesting Military Dentist Name: Dr. Miller DTF Point of Contact Email: jsmith@dtf.com

*Current Dental Readiness Classification: 3 *DTF Point of Contact Phone (COM): 1234567890

*Expected Dental Readiness Classification: 1 DTF Point of Contact Fax:

Oral Health Initiative: No

Please enter at least one service line.

Services

*Procedure Code: D0120

Tooth Number: Tooth Surface(s):

Tooth Range Begin: Tooth Range End:

Claim Number:

Line Status: **Open**

Add 5 more lines

Attachments

Manage Attachments (3)

Notes

Note(s)	Login ID	Date & Time
Add Note:		

Appointment Information

Appointment Control Number: 12345

Request Date: 02/01/2014

Member Social Security Number: 123456789

Member Name: John Doe

Member Rank: PFC

Member Branch of Service: Army

Appointment Date(s) & Time(s): 02/07/2014 08:00 AM Status: Cancelled
02/28/2014 08:00 AM Status: Confirmed

Submit **Cancel**

Alternate Procedures

The following alternate procedure exceptions don't require a DTF referral modification:

- Oral evaluation procedure codes (D0120, D0140 or D0150) may be provided for ADSMs just once per course of treatment, per provider, if an examination is not prescribed on the referral.
- 1-2 bitewing radiographic images (D0270 or D0272) or 1-2 periapical radiographic images (D0220 and D0230) may be added.
- Oral surgeons may perform a panoramic radiographic image (D0330).
- Amalgam may be substituted for composite resin in posterior restoration.
- One surface may be added or removed from a restoration without DTF referral modification; however, an alternate material (resin instead of amalgam) cannot be provided without DTF referral modification.
- Crown-porcelain fused to high noble metal (D2750) or crown-porcelain fused to titanium and titanium alloys (D2753) may be performed as an adequate substitute for crown-porcelain fused to noble metal (D2752).

Alternate Procedures (Continued)

- Crown-porcelain fused to high noble metal (D2750) may be performed as an adequate substitute for crown-porcelain fused to noble metal (D2752).
- Crown-porcelain fused to high noble metal (D2750) or crown-porcelain fused to titanium and titanium alloys (D2753) may be performed as an adequate substitute for crown-full cast high noble metal (D2790) on teeth #s 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, and 30.
- Crown-full cast high noble metal (D2790) may be performed as an adequate substitute for crown-full cast noble metal (D2792) on molars.
- A buildup (D2950) or a prefabricated post & core (D2954) may be placed if performed on the same date the RCT is completed by the same provider.
- D2952 (post & core-custom) and D2954 (post & core-prefab) may be performed as an adequate substitute for buildups D2950 (under single crown) if the tooth has been endodontically treated.

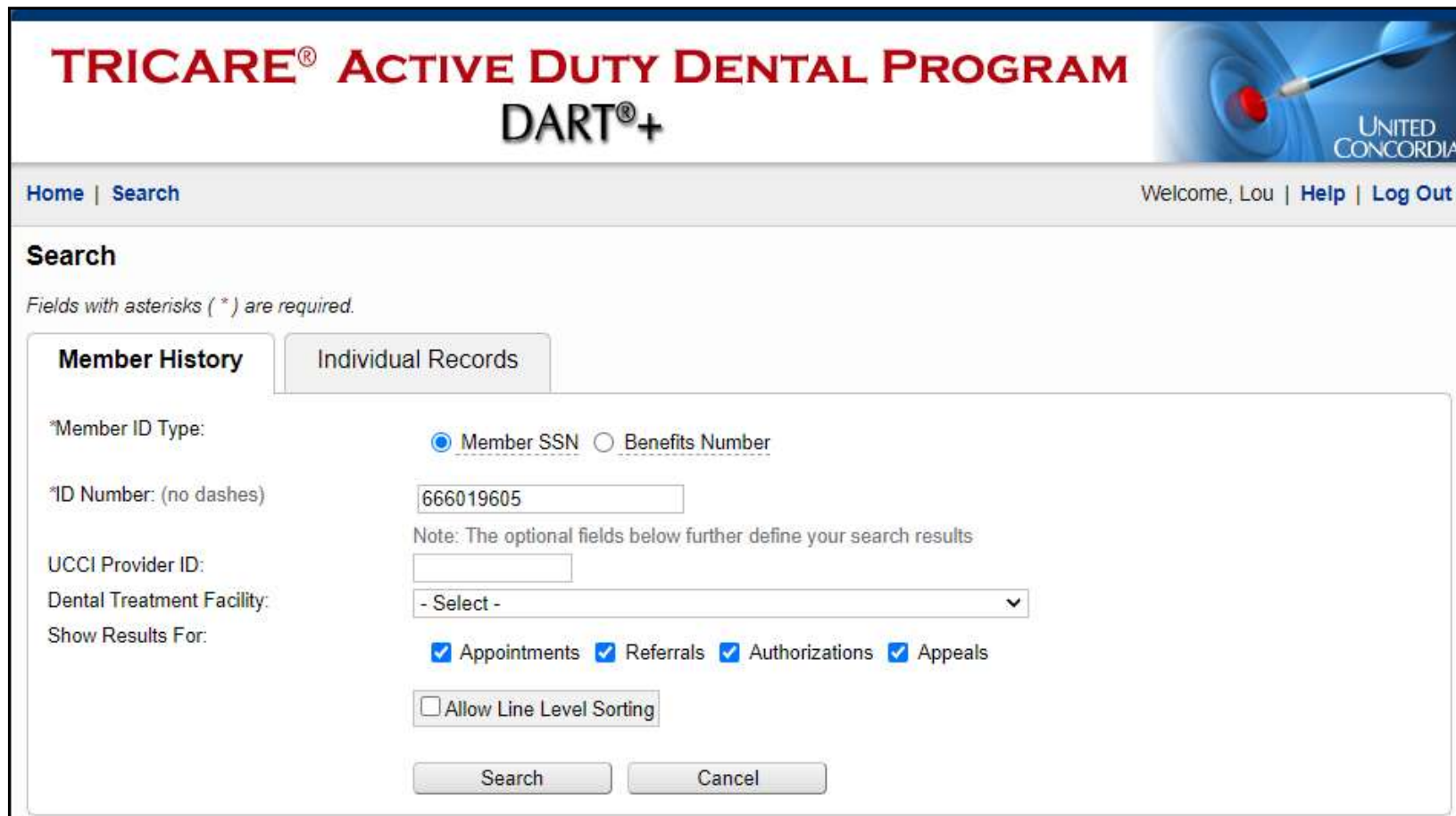
Alternate Procedures (Continued)

- Extraction, erupted tooth or exposed root (elevation and /or forceps removal) (D7140) may be performed as adequate substitute for extraction, erupted tooth requiring removal of band an/or sectioning of tooth (D7210).
- Extraction, erupted tooth requiring removal of band an/or sectioning of tooth (D7210) may be performed as an adequate substitute for extraction, erupted tooth or exposed root (elevation and /or forceps removal) (D7140) (IV Sedation may be added if this substitution has occurred).
- Oral surgery procedures removal of impacted tooth-soft tissue (D7220), removal of impacted tooth-partially bony (D7230), and removal of impacted tooth-completely bony (D7240) may all be adequately substituted for one another without DTF referral modification to allow for degree of difficulty fluctuations.
- Oral surgery procedures removal of impacted tooth-partially bony (D7230), removal of impacted tooth-completely bony (D7240), and removal of impacted tooth-completely bony, with unusual surgical complications (D7241) may all be adequately substituted for one another without DTF referral modification to allow for degree of difficulty fluctuations.
- IV sedation and general anesthesia units may be added or deleted.

Searching in DART+

How to Search

The **Member History** search allows DTF staff to retrieve a detailed dental history for an ADSM.



The screenshot shows the TRICARE® Active Duty Dental Program DART+ search interface. The header includes the program name and a target graphic with the United Concordia logo. A navigation bar has links for Home, Search, and user status (Welcome, Lou | Help | Log Out). The main section is titled 'Search' and includes a note: 'Fields with asterisks (*) are required.' There are two tabs: 'Member History' (selected) and 'Individual Records'. The search form contains the following fields and options:

- *Member ID Type:** Radio buttons for ☒ Member SSN and ☐ Benefits Number.
- *ID Number: (no dashes)**: Text input field containing '666019605'.
- UCCI Provider ID:** Text input field.
- Dental Treatment Facility:** Dropdown menu showing '- Select -'.
- Show Results For:** Checkboxes for ☒ Appointments, ☒ Referrals, ☒ Authorizations, and ☒ Appeals.
- ☐ Allow Line Level Sorting.
- Buttons:** Search and Cancel.

Note: The optional fields below further define your search results

DART+ Search (Continued)

- An initial search on an ADSM's SSN or DoD Benefits Number will return all associated files, sorted by the Referral, Authorization, or Appointment number.
- Search results can be filtered by **Record Type**, **ACN**, **Provider ID**, or **Record Status**.
- The **Record Status**, **Line Status**, and **Approved Status** columns have help tools that describe the status shown.

TRICARE ACTIVE DUTY DENTAL PROGRAM
DART®+

Home | Search Welcome, John | Help | Log Out

Results for Nadin Habeck (666019605)

1-10 of 13 << < 1 2 3 4 5 > >>

Record Type (Reference Number) ▾	ACN ▾	UCCI Provider ID ▾	Record Status ▾ ?	Tooth # or Designator	Procedure Code	Line Status ?	Approved Status ?	View
Authorization (160390) 11/16/2021 OCONUS	1589873	000064346	Pending					Member Confirmation Provider Confirmation
					D0250	Open	Pending	
Appointment (1589871) 11/16/2021 OCONUS	1589871	000064346	Open					
Appointment (1589801) 11/12/2021 OCONUS	1589801	000064346	Open					
Appeal (3099) 11/11/2021		000099299	Pending					
					D0414		Pending	
Authorization (160269) 11/10/2021	1589681	000099299	Pending					Member Confirmation Provider Confirmation
					D0250	Open	Pending	

DART+ Search (Continued)

- To sort results by line level, check the **Allow Line Level Sorting** box. You can then sort your results to develop your patient history.
- To view claims information for an ADSM, click the **View Member Claims** link at the top of the search results.

Welcome John | [DART Home](#) | [DARTSmart](#) | [Log Out](#)

Search

Fields with asterisks (*) are required.

Member History

Individual Records

*Member Social Security Number:

UCCI Provider ID:

Dental Treatment Facility:

-- Select --

Show Results For:

☒ Appointments
 ☒ Referrals
 ☒ Authorizations
 ☒ Appeals
 ☒ Allow Line Level Sorting

Search

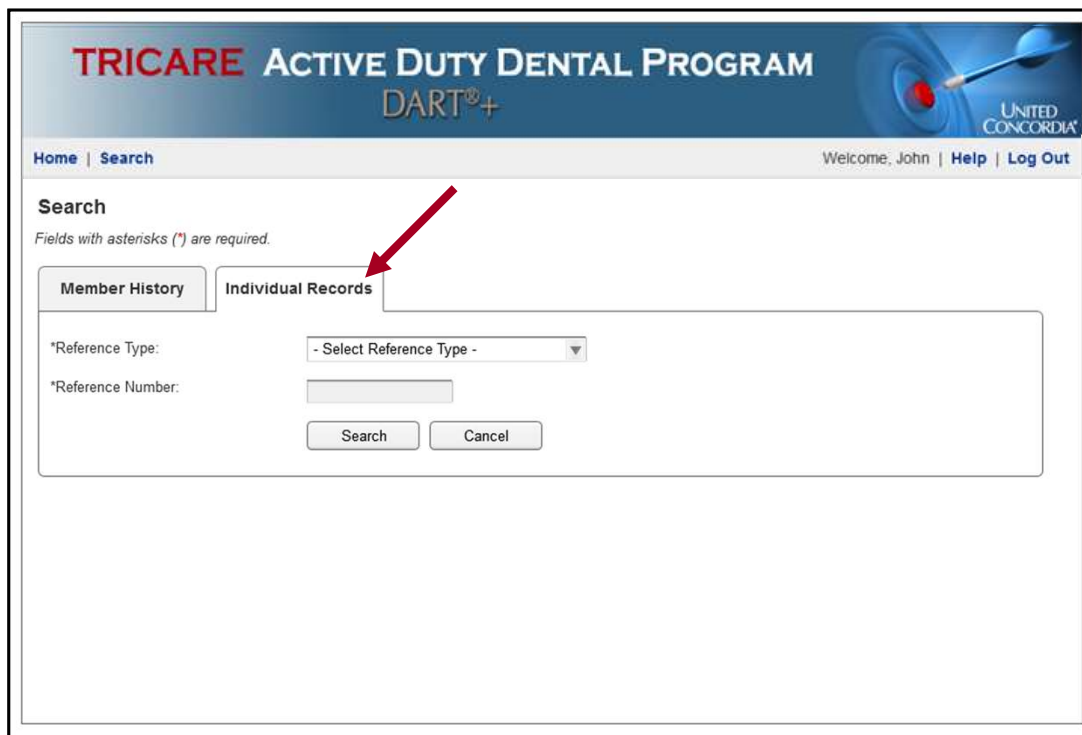
Cancel

Results for John Smith (123-45-6789) | [View Member Claims](#)

Record Type (Reference Number)	ACN *	UCCI Provider ID *	Record Status *	Tooth # or Designator *	Procedure Code *	Line Status *	Approved Status *	View
Referral (1234) 01/01/2014	1111	111111	Approved		D9220	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved		D0160	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved		D9221	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved	01	D7240	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved	16	D7240	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved	17	D7240	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved	32	D7240	Closed	Approved	Attachments (5)
Referral (1234) 01/01/2014	1111	111111	Approved		D0330	Closed	Approved	Attachments (5)
Authorization (2345) 01/07/2014	2222	999999	UCD Additional Development		D9940	Closed	Approved	Member Confirmation Provider Confirmation
Appointment (3333) 02/02/2014	3333	888888	Closed					

DART+ Search (Continued)

- Use the **Individual Records** search for a specific record.
- This search allows you to quickly locate an ACN, or an Authorization, Referral, or Appeal number.



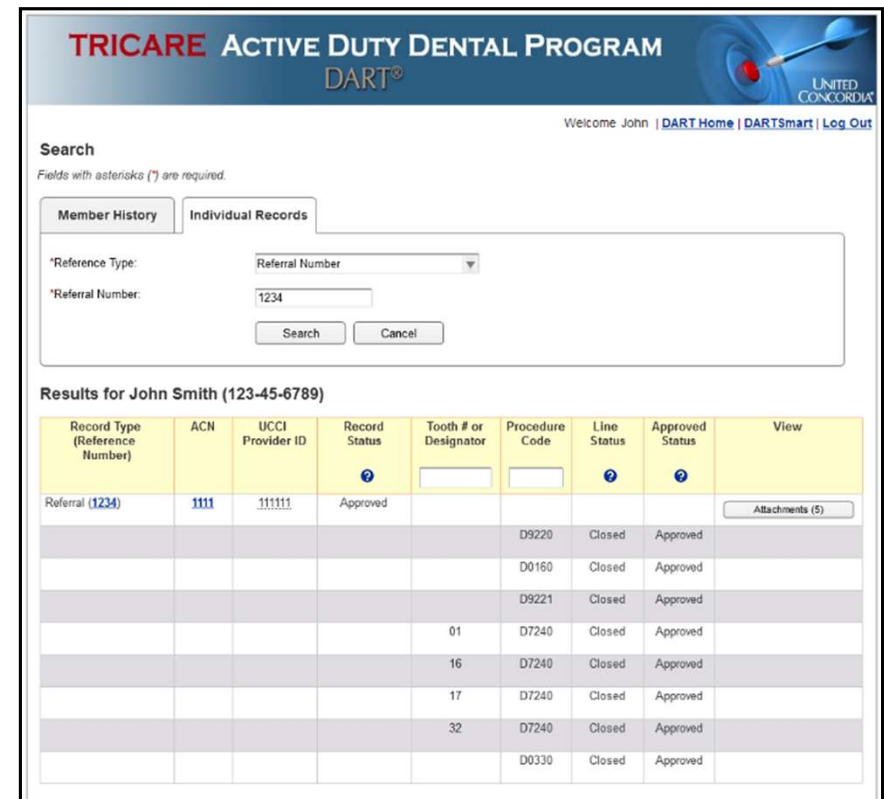
TRICARE ACTIVE DUTY DENTAL PROGRAM
DART+
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Home | Search Welcome, John | Help | Log Out

Search
Fields with asterisks (*) are required.

Member History **Individual Records**

*Reference Type: - Select Reference Type -
*Reference Number:
Search Cancel



TRICARE ACTIVE DUTY DENTAL PROGRAM
DART+
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Welcome John | DART Home | DARTSmart | Log Out

Search
Fields with asterisks (*) are required.

Member History **Individual Records**

*Reference Type: Referral Number
*Referral Number: 1234
Search Cancel

Results for John Smith (123-45-6789)

Record Type (Reference Number)	ACN	UCCI Provider ID	Record Status	Tooth # or Designator	Procedure Code	Line Status	Approved Status	View
Referral (1234)	1111	111111	Approved					Attachments (5)
					D9220	Closed	Approved	
					D0160	Closed	Approved	
					D9221	Closed	Approved	
				01	D7240	Closed	Approved	
				16	D7240	Closed	Approved	
				17	D7240	Closed	Approved	
				32	D7240	Closed	Approved	
					D0330	Closed	Approved	

DART+ Search (Continued)

Search by **Dental Treatment Facility** to return a list of all referrals associated with your DTF.



TRICARE® ACTIVE DUTY DENTAL PROGRAM
DART®+

[Home](#) Welcome, Laura | [Help](#) | [Log Out](#)

Referral Search

* Dental Treatment Facility:

New My Account

TRICARE® Active Duty Dental Program

UNITED CONCORDIA®

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Welcome, Jamie | [Sign Out](#)

[View my messages](#) 3 >

[Upload forms & materials](#) ?

ADDP My Account

Getting Started

Benefits

Treatment Information ▾

My Preferences

More... ▾

Treatment Information

TDP My Account ?

View All Treatment ▾ By Most Recent ▾ [Display](#)

View TRICARE® Dental Program information in your [TDP My Account](#)

Jamie Jones

DTF Referral Number 111456 ?

Referral Date04/28/2021

ProviderEdward Milling

ACN ?22322

Expiration01/01/2022

[Referral Confirmation](#) 📄

Member Details

Dental Readiness Classification (DRC)

DRC 1 as of 03/18/2021 ?

Print or Save Dental History 📄

[Download](#)

NEW - ADSM MY ACCT

My Account is the easy way for ADSMs to access, review, and manage their ADDP account online.

ADSMs use their DS Logon to sign in. *My Account* is available 24 hours a day and allows them to:

- Review benefits
- See which services are covered under the ADDP
- See treatment information
- Access DTF referrals, authorizations, claims, appeals, or dental explanations of benefits (DEOBs)
- See Dental Readiness Classification (for care received under the ADDP)
- Check eligibility
- See if they're eligible to receive DTF-referred or remote care under the ADDP
- Access messages
- View messages from United Concordia regarding the ADDP
- Use the *Find a Dentist* online application to locate an ADDP dentist near them

Additional Information

New Online Services

[Active Duty Service Members](#)[Civilian Dentists](#)[Government/Program Administrators](#)[Login](#)

UNITED CONCORDIA®

[Eligibility and Benefits](#) ▼[Webinars and Training](#) ▼[Seeing a Dentist](#) ▼[Forms and Resources](#)[Online Services](#)[Get Help](#) ▼[Find a Dentist](#)

Welcome to the Government and Program Administrator's Portal

Your online information resource

[Feedback](#)

Active Duty Dental Program Overview

The Active Duty Dental Program (ADDP) provides private sector dental care to ensure dental health and deployment readiness for ADSMs who are unable to receive required care from a military dental treatment facility (DTF).

New Online Services gives you access to:

- DART+
 - You can request and gain access
- The Dental Information and Statistics Center (DISC) which allows you to access:
 - ADSM Claims History and Dental Readiness Report by SSN
 - DTF Expenditures Report
 - Expiring DTF Referrals Report

Request Access

Do you need access to DART+ or DISC? Ask your DTF POC to complete the online access request form on the ADDP website through the [DART+ Access Request Form](#) in the Government portal.



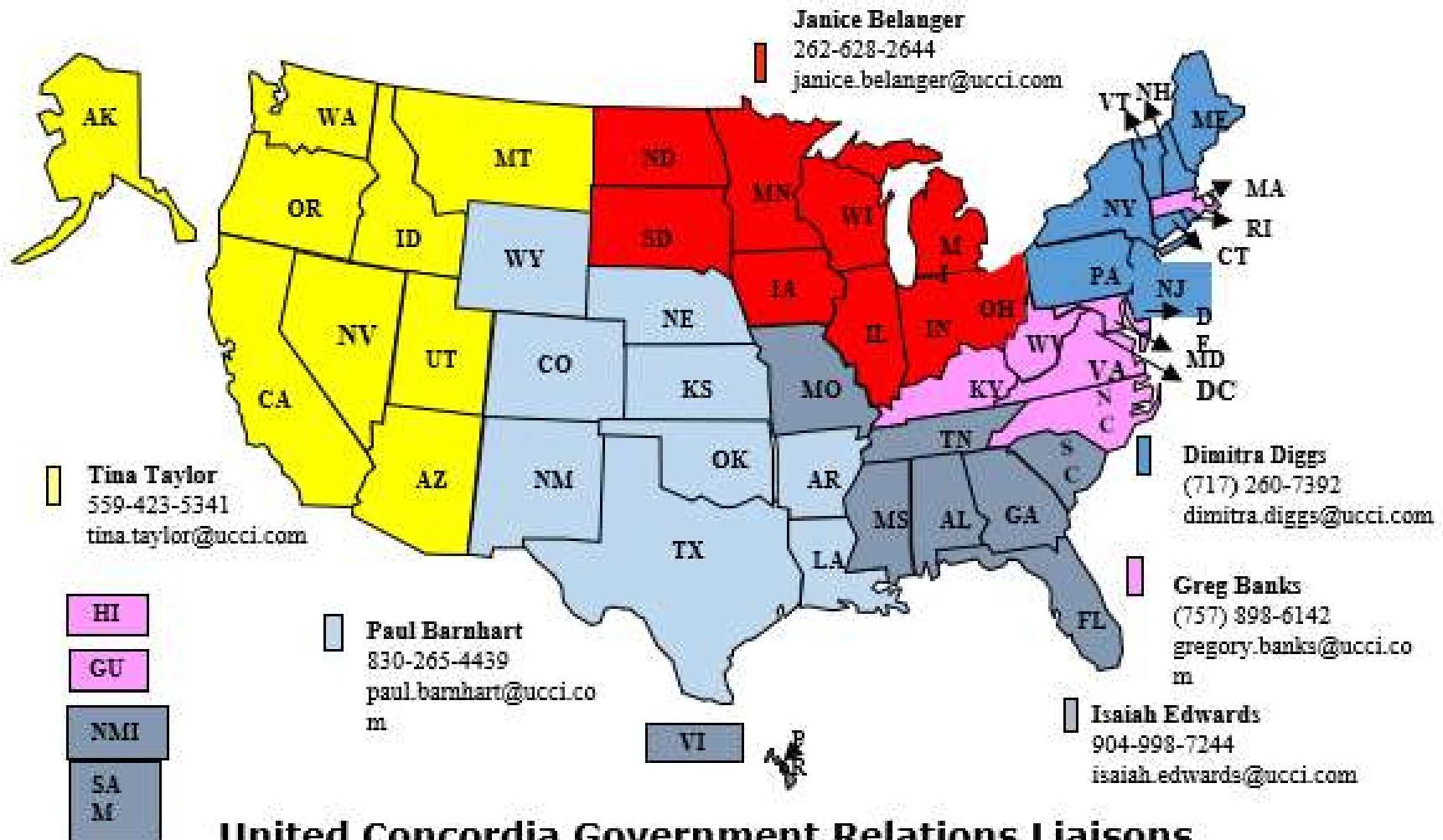
Government Relations Liaisons (GRLs)

A GRL is an ADDP program expert. GRLs who serve as liaisons for Government representatives who utilize the ADDP referral and authorization process.

- Provide guidance, training, and insight on ADDP dental processes, systems and terminology. GRLs will visit military installations, military dental treatment facilities (DTFs), or other Government facilities to train staff on the ADDP and United Concordia's systems.
- Provide briefings and exhibit displays to military units/organizations seeking ADDP information. You can request these informational events by contacting your GRL, as located on the next slide.

Why do I need to know my GRL?

- A GRL can explain how to submit a referral, how a claim was paid, why it may have been denied, provide error/problem resolution, explain ADDP benefits and exclusions, and assist with making an appointment.



United Concordia Contact Information

ADDP website: www.addp-ucci.com

Customer Service

CONUS: 1-866-984-2337

Sunday at 6 p.m. (ET) - Friday at 10 p.m. (ET)

Saturday at 8 a.m. (ET) – 5 p.m. (ET)

General Inquiries

United Concordia Companies, Inc. (UCCI)

ADDP Unit

P.O. Box 69430

Harrisburg, PA 17106-9430

CONUS Claims

United Concordia Companies, Inc.
(UCCI) / ADDP Claims

P.O. Box 69429

Harrisburg, PA 17106-9429

Authorizations and Appeals

ADDP Authorization or Appeal
Requests

P.O. Box 69431

Harrisburg, PA 17106-9431

Grievances

ADDP Grievances

Contract Administration

1800 Center Street 2AL4

Camp Hill, PA 17089

Fax: 1-717-260-7168