



ADDP Fast Facts

3.31.2022

The Department of Defense selected United Concordia Companies, Inc. (United Concordia) to administer the TRICARE Active Duty Dental Program (ADDP). The ADDP is the process by which CONUS and OCONUS active duty service members (ADSMs) receive civilian dental care, as referred by their military dental treatment facility (DTF) or if they are remote. 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.

ELIGIBILITY

The ADDP is available to ADSMs of the U.S. Air Force, U.S. Army, U.S. Coast Guard, U.S. Marine Corps, U.S. Navy, U.S. Space Force, NOAA Corps, the Commissioned Corps of the Public Health Service (starting July 3, 2022), and National Guard and Reserve Component Sponsors (called or ordered to active duty for more than 30 consecutive days). Additionally, personnel in the Transitional Assistance Management Program (TAMP) following activation for a contingency operation for more than 30 days are eligible to receive civilian dental care as a member of the remote ADDP for up to 180 days. Additionally, National Guard and Reserve "Early Activators" and Wounded Warriors are also eligible for care under the ADDP.

PROGRAM COMPONENTS

The ADDP has two components:

- **Military Dental Treatment Facility-referred care (DTF-referred care)** - provides civilian dental care for ADSMs referred from a military DTF. Included are ADSMs who have a duty location or residence within 50 miles of a DTF.
- **Remote ADDP** - provides civilian dental care for ADSMs with a duty location and residence more than 50 miles from a DTF or any ADSM designated as "remote" in DEERS.

BENEFITS

The ADDP provides dental benefits to maintain dental health and military worldwide readiness/deployment status. ADSMs may receive any covered service listed in the ADDP's Benefit Details Document (available at www.addp-ucci.com), as long as the referral and/or authorization requirements are met prior to receipt of care.

REFERRALS/AUTHORIZATIONS

United Concordia is required to track all referrals and authorizations for the ADDP. Referrals are made by a military DTF for care not available in that DTF. Remote ADSMs may personally coordinate their own routine care if all guidelines in the following **Remote ADDP Self-Referrals** section are followed. Authorizations are submitted from a civilian dentist for remote ADSM specialty and other care in the following **Remote ADDP Authorizations** section.

- **DTF Referral** - When an ADSM requires dental care that cannot be provided by the DTF, the DTF will prescribe a referral (that the ADSM will bring to the civilian dentist appointment). The DTF referral should be accepted as a treatment plan, which is indicated in detail on the referral form. However, if the civilian dentist finds clinical reasoning for alternative treatment, a modified referral is required. Referral modifications are obtained by contacting the DTF (contact details are provided on the initial referral form). If referred, CONUS ADSMs must see United Concordia network dentists. The DTF Orthodontic Referral Form and DTF Referral Request Form (both are included in the Forms & Materials section in the government portal on the ADDP website) must be completed by DTFs wishing to refer ADSMs for civilian orthodontic treatment. Both forms must be completed in their entirety and submitted to United Concordia as noted on the orthodontic referral form after the DTF receives the orthodontic treatment plan from the civilian provider. ADSMs may not receive orthodontic treatment until the request has been approved by the Government.

- **Remote ADDP Self-Referrals** - Remote ADSMs self-refer for routine covered benefits (non-specialty dental care such as examinations, cleanings, fillings), unless that care is over \$750 (U.S. dollars) per appointment or cumulative total of \$1,500 (U.S. dollars) or more for treatment plans completed within a consecutive 12-month period. Remote ADSMs cannot self-refer for any specialty procedures, regardless of cost. Remote ADSMs must use a United Concordia network dentist and obtain an Appointment Control Number (ACN) from United Concordia prior to scheduling civilian dental appointment. To coordinate routine dental care, remote CONUS ADSMs must complete an online ACN Request Form (at www.addp-ucci.com) or call 1-866-984-2337 (CONUS) or 1-844-653-4058 (OCONUS, using country-specific access codes) to request an ACN using the automated phone system. The remote CONUS ADSM will receive an immediate ACN. OCONUS ADSMs should call United Concordia's OCONUS line, 1-844-653-4058 (country-specific access codes here), to arrange/schedule overseas civilian dental appointments.
- **Remote ADDP Authorizations** - Authorizations are required for all care for which the remote ADSM cannot self-refer. A civilian dentist will request an authorization for a remote ADSM using the Authorization Request Form (available at addp-ucci.com). This form must indicate the procedures desired to initiate the authorization request. Upon authorization approval, the remote ADSM and civilian dentist will be notified and an appointment can be scheduled to initiate care. The determination of the authorization request can take from three to five business days. ADSMs should not initiate preliminary orthodontic assessments, and Appointment Control Numbers will not be issued for this purpose. Orthodontic care initiated by ADSMs will become their financial responsibility.

CLAIM SUBMISSION

Dentists in United Concordia's network and approved dentists overseas will submit ADDP claims to United Concordia for payment. All CONUS dental care received under the ADDP must be received from a United Concordia network dentist to be eligible for payment. Claims will be paid for those areas where there are no available participating dentists as determined by United Concordia.

FIND A DENTIST

Under the ADDP, CONUS ADSMs must be treated by a United Concordia network dentist. Use of a non-network dentist must be authorized by United Concordia prior to receipt of care, and will only be provided when a network dentist is not available. OCONUS ADSMs should call United Concordia (1-844-653-4058) to make overseas dental appointments. ADSMs can use the CONUS or OCONUS "Find a Dentist" tool at www.addp-ucci.com to search for dentists in their area. The results include all ADDP-approved dentists based on the entered search criteria.

CUSTOMER SERVICE

United Concordia's ADDP Customer Service department consists of personnel trained to answer questions about the ADDP. A toll-free service is available for DTF staff and CONUS and OCONUS ADSMs, Sunday from 6 p.m. ET to Friday at 10 p.m. ET; and Saturday from 8 a.m. ET to 5 p.m. ET. Customer Service may be contacted at:

United Concordia Companies, Inc.
ADDP Unit
P.O. Box 69430
Harrisburg, PA 17106-9430

CONUS: 1-866-984-2337
OCONUS: 1-844-653-4058
(country-specific access codes here)