



TRICARE® Active Duty Dental Program (ADDP)

Training for:
Remote Active Duty Service Members
in the Continental United States (CONUS)

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Remote TRICARE ADDP CONUS Information

What is the ADDP?

- The ADDP provides authorized civilian dental care to ensure **dental health and deployment readiness** for Active Duty Service Members (ADSMs) who are either:
 - ADSMs who are referred from a military dental treatment facility (DTF) (DTF-referred)
- Or
- ADSMs who live and work (duty location) greater than 50 miles from a military DTF (Remote ADDP)
- UCCI pays claims for authorized dental care. Treatment must be provided by a United Concordia network dentist, unless approved by United Concordia.

Geographical Areas of Service

ADDP dental care is available worldwide in CONUS and OCONUS locations:

- **CONUS** includes the United States, U.S. Virgin Islands, Guam, Puerto Rico, American Samoa, and the Northern Mariana Islands.
- The **OCONUS** (Outside the Continental United States) service area 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, regardless of the provider's home address.

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, Transitional Assistance Management Program (TAMP). These members are eligible for the Remote ADDP wherever 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 the 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 are identified as a Wounded Warrior and receiving inpatient/outpatient care at a VA Hospital.

CONUS Eligibility – Who is Not eligible?

- Members in TAMP not activated in support of a contingency operation
- Members in the 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
- National Guard members on state orders for anything other than state disaster response duty are not eligible for ADDP, but may enroll in TDP
- Retired service members and their families
- Former spouses
- Parents and parents-in-law
- Disabled veterans

ADDP Benefits

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

- Benefits must be provided by a network dentist unless approved by United Concordia before you receive care.
- ADDP benefits include using teledentistry for routine examinations, pre-surgical evaluations and instructions, emergency evaluations, and post-surgical instructions and follow-up.



Routine Care

As a remote ADSM, you may personally coordinate your **routine** covered dental procedures (e.g., examinations, cleanings, fillings) as long as:

- Dental treatment is \$750 or less per procedure or appointment.

OR

- The cumulative total is \$1,500 or less for treatment plans completed within a consecutive 12-month period.

AND

- The procedure must be a covered benefit as listed in the [Benefit Details Document](#) on the ADDP website's Benefits and Eligibility section.
- An **Appointment Control Number (ACN)** provided by United Concordia must be obtained prior to receiving care for all courses of treatment, regardless of cost.

Specialty Care

As a remote ADSM, you **must** receive an approved authorization (submitted by your civilian dentist) prior to receiving:

- Specialty dental care (e.g., crowns, bridges, dentures, periodontal treatment)
 - Dental care in excess of \$750 (U.S. dollars) per procedure or appointment
 - Dental care with a cumulative total greater than \$1,500 (U.S. dollars) for treatment plans completed within a consecutive 12-month period
 - Dental care from a non-network dentist
- **Dental Implants:** These services require a **Command Memorandum** signed by your unit commander or designated representative (for all branch of services except PHS).
 - The Command Memorandum is available on the ADDP website at www.addp-ucci.com, in the *Forms and Resources* tab in the ADSM portal.
 - A Command Memorandum is NOT approval for implants, as it must be submitted by your civilian dentist as an attachment with the completed **Authorization Request Form** that will be reviewed by a Government dentist.
- Orthodontic services are **not** an approved benefit for remote ADSMs.

Emergency Care

Emergency dental care doesn't require an authorization or Appointment Control Number (ACN). Emergency procedures for remote ADSMs consist of the following:

- Any treatment necessary to relieve pain, treat infection, or control bleeding. Root canal treatment might be needed to relieve pain and infection and is considered emergency dental care.
- Crowns, bridges, and denture services are **not** considered emergency dental care and are therefore **not** covered as an emergency episode of care. If you choose to receive non-covered services under this circumstance, you are responsible for payment of these services.
- You 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 would then be responsible for payment.
- Use United Concordia's online [Find a Dentist](#) tool to locate a network dentist near you.

Cancelled and Missed Appointments

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



Your Dental Readiness

- **Annual Dental Examination:** You are required to receive an annual dental examination to document your deployment readiness. The [DD Form 2813](#) should be completed by your civilian dentist (or DTF) to document your Dental Readiness Classification (DRC).
- **DRC:** The DRC is a simple number – 1, 2 or 3 – that indicates whether you are ready for deployment worldwide or if you are likely to experience a dental emergency within the next 12 months.
 - DRC 1 and 2 are considered worldwide deployable
 - DRC 3 is not considered worldwide deployable
- **DRC Reporting:** Civilian dentists will report your DRC on each claim they submit.
 - **Remind your dentist** to include your DRC on the claim form.

Note: United Concordia will track the DRC for all ADSMs **who use the ADDP**. Your DRC is located in the My Account application on the ADDP website at www.addp-ucci.com. My Account reflects the most current DRC for care received under the ADDP, and not in military facilities.

Getting Started – Routine Dental Care

As noted earlier, as a remote ADSM, you need to get an ACN before scheduling an appointment with a dentist for **routine** care (e.g., examinations, cleanings, fillings). You can do this yourself if the routine care is:

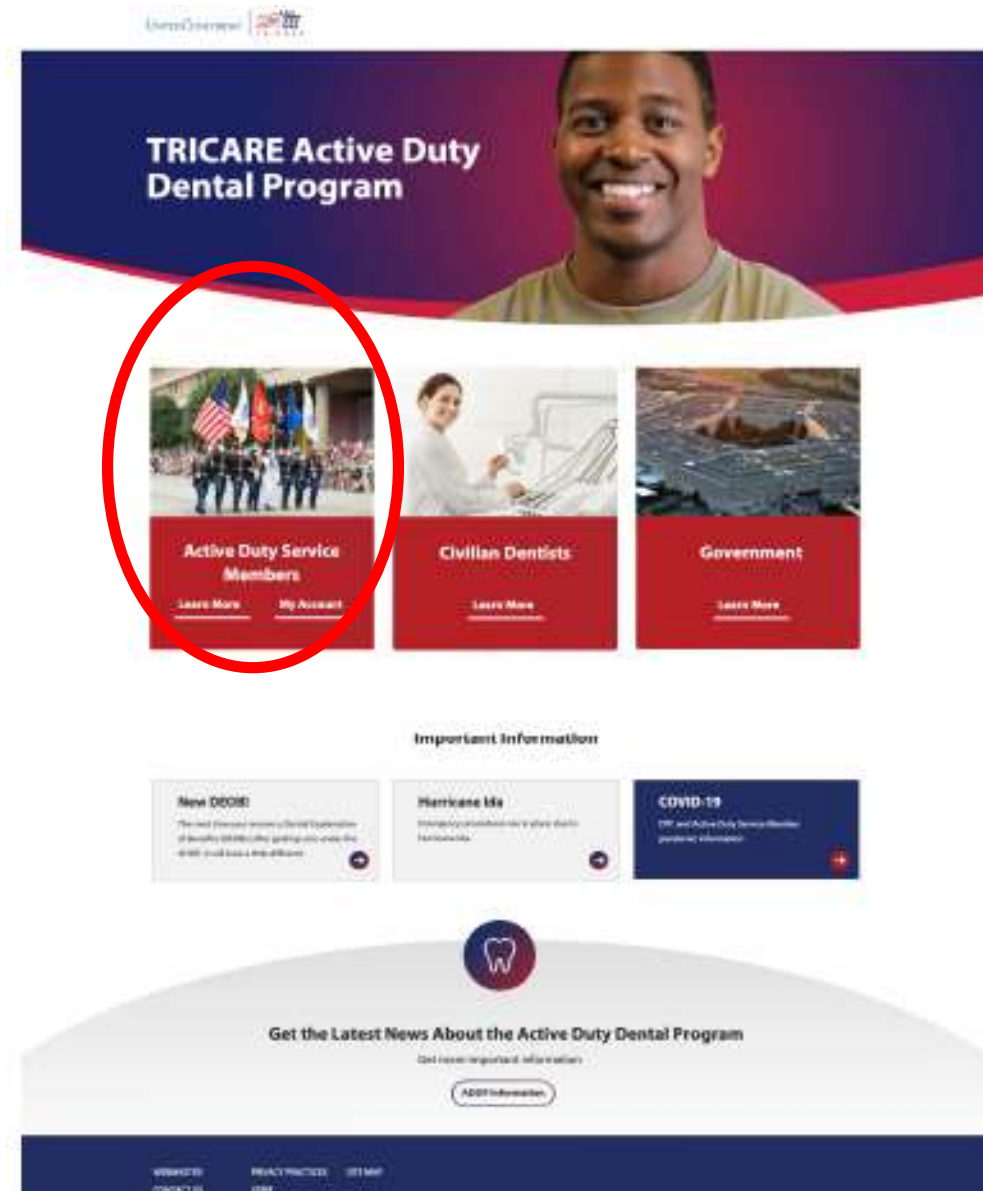
- A covered benefit
- \$750 (U.S. dollars) or less per procedure or appointment
- Not more than a cumulative total of \$1,500 (U.S. dollars) or more for treatment plans completed within a consecutive 12-month period.
- Scheduled with a network dentist

The first step to getting routine dental care is for you to receive an ACN from United Concordia. This is required before receiving any routine care. You can receive an **instant** ACN two ways:

1. Online at www.addp-ucci.com
2. By phone at 1-866-984-2337 through United Concordia's Interactive Voice Response (IVR) system
 - You can also use this number to have a United Concordia representative provide your ACN and/or make an appointment for you, if desired.

Getting an ACN **Online** for Routine Care

You can find the [ACN Form](#) on the ADDP website (www.addp-ucci.com) in the **Active Duty Service Members** portal.




Getting an ACN **Online** for Routine Care (cont.)

- To complete the form, add your Name, SSN or Benefits Number (located on the back of your ID card) **AND** your date of birth and click the Submit button.
 - United Concordia’s system will instantly check your eligibility and provide an ACN.

TRICARE® ACTIVE DUTY DENTAL PROGRAM

DART®+



Request Appointment Control Number

Monday, February 21, 2022

Request Appointment Control Number

To coordinate your routine covered dental care, you must first get an Appointment Control Number (ACN). Complete the form below to instantly receive your ACN and approval to schedule your care with a United Concordia network dentist.

Fields with asterisks () are required.*

Member Information

*First Name:

*Last Name:

*ID Number

Social Security Number:

- OR -

Benefits Number: ?

*Date of Birth:

mm/dd/yyyy


Submit

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Getting an ACN **Online** for Routine Care (cont.)

- An ACN confirmation page will display that you can print for your records.
- After receiving the ACN, you can schedule your routine care with a network provider.

*Confirmation
Page*

**TRICARE** ACTIVE DUTY DENTAL PROGRAM
UNITED CONCORDIA

Home > [Active Duty Service Members](#) > Appointment Control Number Confirmation

Thursday, March 6, 2014

Appointment Control Number Confirmation

Member Name: John Doe

Below is your Appointment Control Number (ACN) from United Concordia.

You must give this number to your United Concordia dentist. If you need assistance locating a dentist near you, please use our [Find a Dentist](#) tool to search for United Concordia network dentists near your home or work.

Appointment Control Number (ACN)
12345

If you need immediate assistance, please call us at 1-866-984-2337 (1-866-984-ADDP) Monday through Friday, 8 a.m. to 8 p.m. ET, and Saturday 8 a.m. to 5 p.m. ET.

PLEASE PRINT THIS PAGE FOR YOUR RECORDS.

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

Getting an ACN **by Phone** for Routine Care

You can use United Concordia's interactive voice response (IVR) system to obtain an ACN by phone.

- Call United Concordia at 1-866-984-ADDP (1-866-984-2337) and say "appointment" when prompted for a reason for your call.
- Input your SSN or Benefits Number and date of birth. The system will instantly check your eligibility and provide an ACN.
- If you have difficulty making a timely appointment, contact United Concordia at 1-866-984-2337.



Specialty and Other Dental Care Information

Getting Started - Specialty and Other Dental Care

After you've received your routine care, your dentist may note that you need additional services which include specialty care or care more than \$750 per appointment/\$1,500 for a treatment plan.

- In this instance, your dentist will submit an authorization request for you, which will include your new ACN for the additional care, upon approval.
- The online authorization request form is available on the ADDP website, in the Civilian Dentists portal.
 - The determination of the authorization can take from three to five business days.



Specialty and other Dental Care (cont.)

- Upon authorization approval, you and the dentist will be notified, and an appointment can be scheduled to initiate care.
- Please ensure care is scheduled with an ADDP network dentist, as you must obtain pre-approval from United Concordia to receive any non-network care.
 - You can call United Concordia to confirm that the dentist is in network. United Concordia can also make the appointment for you, if desired.

TRICARE® ACTIVE DUTY DENTAL PROGRAM
DART®+

Home | Search Welcome, John | Help | Log Out

Authorization 161428 has been successfully submitted. Printable View: [Member](#) | [Provider](#)

Authorization 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

[Enter United Concordia Provider ID above](#)

Name:
Country:
Address:
Provider Specialty:

[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.

Appeals

The ADDP requires you to:

- Obtain an Appointment Control Number prior to receiving civilian dental care.
- Receive care from a network dentist, unless pre-approved by United Concordia.
- If you don't receive an ACN prior to receipt of care **or** if you receive care from a non-network dentist without prior approval, your claim may be denied. Subsequently, you will need to **file an appeal**.

Filing an Appeal:

You will need information from your dental explanation of benefits (DEOB) to file an appeal. If you don't have your DEOB, you can contact United Concordia at 1-866-984-ADDP (1-866-984-2337) to obtain it. You can also locate it in the ADDP's online *My Account* application at www.addp-ucci.com.

There are three ways you can file an appeal:

1. **Online** using the following steps:
 - a. Complete the [online appeal form](#) in its entirety:
 - Add your SSN and date of birth. If you have a recent claim, the system will automatically return your claim information.
2. **In Writing** to United Concordia. You can mail the appeal to:

United Concordia Companies, Inc.
ADDP Unit - Appeals
P.O. Box 69430
Harrisburg, PA 17106-9430
3. **On Your Behalf:** You may authorize your civilian provider to file an appeal on your behalf by completing the Authorization to Appeal Form available on the ADDP website.

Information About Civilian Dentists

Civilian Dentists

The ADDP requires you to use a network dentist unless United Concordia approves a non-network provider.

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

Civilian Dentists (cont.)

ADDP network dentist requirements

- Network dentists will not collect payment from you for covered procedures or bill you for any authorized and/or covered dental care.
- If you choose to receive a non-covered dental procedure, the network dentist must inform you that the procedure covered, prior to receipt of care. In this instance, you would agree to pay for the non-covered treatment.
- United Concordia will receive your dental readiness classification (DRC) from dentists. You won't be charged for these classification services.
- Network dentists will provide a copy of rendered treatment to you on request.
- Network dentists will provide expedited appointments for you as early activators or during your Transitional Assistance Management Program (TAMP) period.

Civilian Non-Network Dentists

If you are approved for care from a non-network dentist who seeks payment up front, United Concordia will attempt to negotiate payment or locate a provider who won't charge you before receiving care.

If you have paid a non-network dentist for approved care or received care due to an emergency, United Concordia will reimburse you for the cost of that care.

Find a Dentist

- Use the **Find a Dentist** (FAD) application to search for network dentists in your area.
- **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.
- You can also search by specialty.
- **A map** shows their locations and proximity from your location.

The screenshot displays the TRICARE Active Duty Dental Program's "Find a Dentist" web application. At the top, the TRICARE and United Concordia logos are visible. The main header reads "Find a Dentist". Below this is a search bar with a location input field containing "Camp Hill, PA 17011, USA" and a "Search" button. A map shows the surrounding area with several red location pins. Below the map, a text line states: "Here are your TRICARE® Active Duty Dental Program participating dentists." A filter bar indicates "1 - 5 of 1277 All Dentist Types found within 40 miles" and includes a "Sort & Refine" button. Three dentist profiles are listed:

- 1. Vener, Michael B., DMD** (Periodontics, 3.3 miles): 4225 Tindle Rd, Camp Hill, PA 17011, (717) 763-7971. Designated as a STAR provider with a gold star icon and a "Compare" button.
- 2. Chun, Jung H., DMD** (General Dentistry, 3.8 miles): 1685 Crown Ave, Box 200, Lancaster, PA 17601, (717) 481-7945. Includes a "Schedule Online" button and a "Compare" button.
- 3. Harvest Dental LLC** (General Dentistry, 5.8 miles): 250 N Reading Rd, Ephrata, PA 17322. Includes a "Schedule Online" button.

Grievances

United Concordia has an established Grievance process to ensure patient satisfaction and address quality-of-care concerns. If you have a concern regarding dental care, you received from a United Concordia network dentist:

- Address the first incident regarding clinical quality with the treating dentist to provide an opportunity to remedy the concern. If preferred, you can request that United Concordia contact the treating dentist for corrective action.
- If the dentist doesn't correct the issue after the first request, contact United Concordia to address your concern.
- You may also file a grievance through the ADDP's online [Grievance Form](#). The form can be printed, mailed or faxed United Concordia. Contact information is located at the end of this presentation.

My Account Information and Features

NEW – *My Account* for ADSMs

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

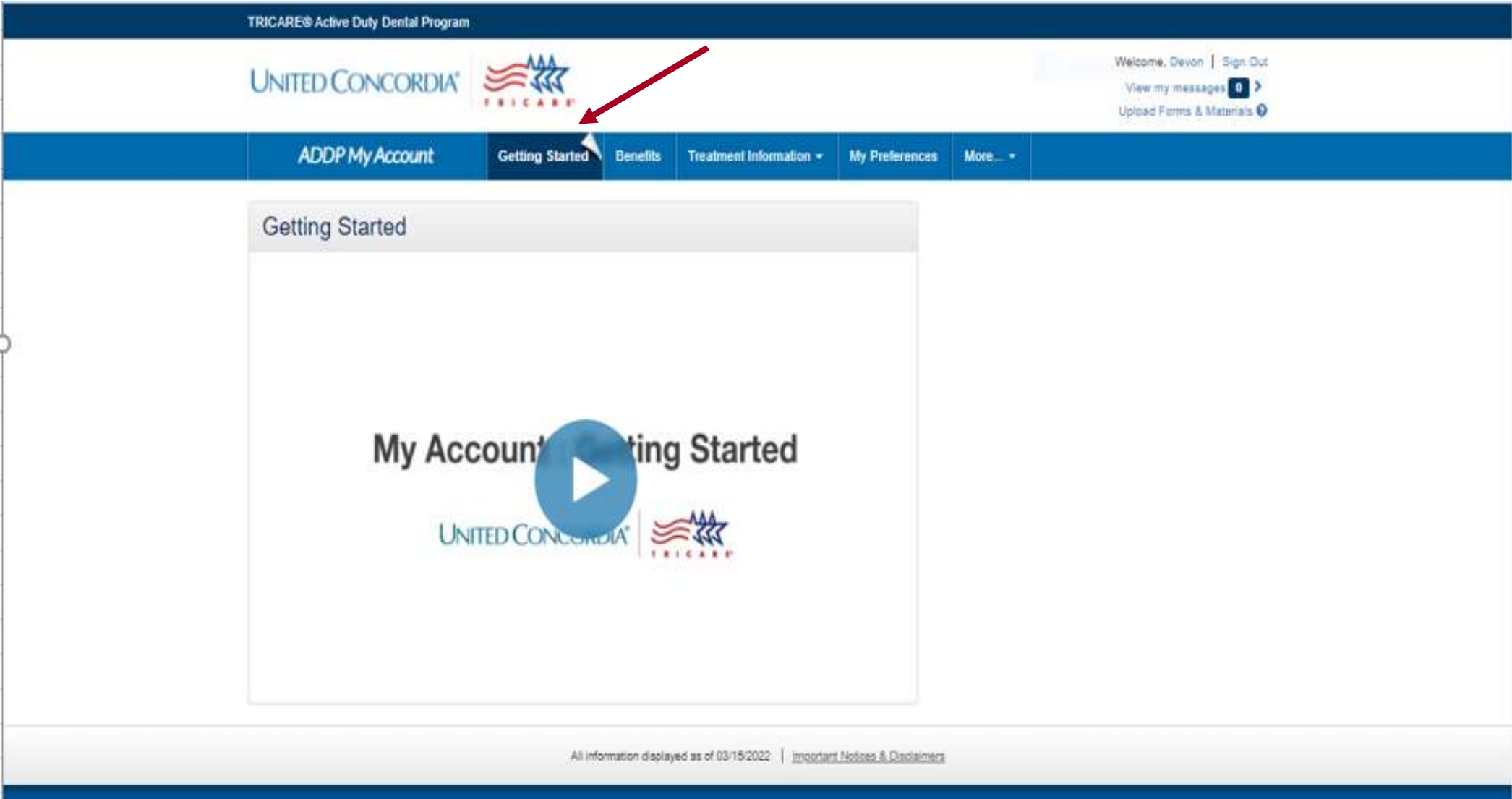
- Use your DS Logon to sign in. Don't worry if you don't have one – *My Account* will walk you through the steps needed to get it.

My Account is available 24/7 and allows you to:

- Review benefits & coverage
- View 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 overall program eligibility
- View specific eligibility status (DTF-referred or remote) at the time care was received
- View messages from United Concordia regarding the ADDP
- Use the *Find a Dentist* online application to locate an ADDP network dentist you

New ADDP My Account

The Getting Started page allows you to view the instructional video.



New ADDP My Account

From the Top Navigation, you can select specific things you want to see or All Treatment.



New ADDP My Account-Benefits Page

This is the Benefits page; you can click the dropdown to select benefits category.

Covered Benefits

Select benefits category ▾

✓ Select benefits category

Non-Covered Services

Emergency Care

Diagnostic/Consultation (exams)

Preventive (cleanings)

Restorative (fillings and crowns)

Endodontics (root canals)

Periodontics (oral surgery)

Prosthodontics (bridges/dentures)


Oral Surgery

Adjunctive General Services

Implant Services

Orthodontic Services (braces)

your ADDP dental benefits. Select from the "benefits category" and the corresponding benefits and limitations.



Remote (CONUS/OCONUS)

If you live and work more than 50 miles from a military DTF are eligible to receive civilian dental care under the ADDP. You may coordinate your own routine dental care (such as examinations, cleanings, fillings), but you must receive an Appointment Control Number (ACN) prior to receiving care. Keep in mind, routine care must cost less than \$750 (U.S. dollars) per procedure or appointment, or less than \$1,500 (U.S. dollars) for treatment plans completed within a consecutive 12-month period.


All specialty care requires an authorization that must be requested by your civilian dentist. If your dentist refers you to another dentist for care, you should contact United Concordia to ensure the care is authorized.

New ADDP My Account-Treatment Information

On the Treatment Information page, you can change your viewing categories.

TRICARE® Active Duty Dental Program

UNITED CONCORDIA®



Welcome, Devon | Sign Out
View my messages 0
Upload Forms & Materials

ADDP My Account

Getting Started

Benefits

Treatment Information

My Preferences

More...

Treatment Information

View

All Treatments

By

Most Recent

Display

Devon

Claim

Claim Approved

Check issued to Dentist 03/10/2022

Joseph Salim DMD (In-Network Dentist)

Date of Service 03/01/2022

Claim Detail

DeVon CHEVES

Remote Authorization Number 161834

Authorization Date 02/23/2022

Provider GREAT EXPRESSIONS DENTAL CENTER PC

ACN 1592836

Expiration

Received, waiting for additional info from your civilian dentist

Member Details

Dental Readiness Classification (DRC) DRC 1 as of 03/01/2022

Print or Save Dental History


Download

New ADDP My Account- My Preferences

On the My Preferences page, you can update your information or change your Communication Preferences.

TRICARE® Active Duty Dental Program

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Welcome, Devon | Sign Out
View my messages 0 >
Upload Forms & Materials ⓘ

ADDP My Account

Getting Started

Benefits

Treatment Information ▾

My Preferences

More... ▾

My Preferences

Stay connected to your dental benefits. To receive important messages regarding ADDP processes, updates, and oral health, please confirm your preferred method of contact in My Preferences. Upon submission, you'll have access to all the features available within My Account. You can update your preferences at any time by selecting "My Preferences" from within My Account.

My Contact Information

Email Address
devon.cheves@CTWRK19.COM

Update My Email Address

How will you use my email address?

Cell Phone Number
999-000-9090

Add or Update My Cell Phone Number

My Communication Preferences

Time to Make an Appointment Reminder - Remote only
A message from United Concordia reminding CONUS and OCONUS remote ADSMs when it's time to schedule a dental appointment.

Email Text No Thanks

Authorization Expiration Reminder
Reminder sent to CONUS and OCONUS remote ADSMs 90 days prior to authorization expiration so they can complete approved care.

Email Text No Thanks


Dental Explanation of Benefits (DEOB)
A DEOB is a statement that shows the dental service description, procedure code, date of service, United Concordia payment information related to those services, and

New ADDP My Account- More menu

By selecting the More menu, you have access to additional choices.

TRICARE® Active Duty Dental Program

UNITED CONCORDIA®



Welcome, Devon | Sign Out
View my messages 0
Upload Forms & Materials

ADDP My Account

Getting Started

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More...

Summary

Message Center 0

Get ACN

Message Center

Find a Dentist

Upload Forms & Materials

Contact Us

Devon Cheves

03/24/1984

Remote

View All Treatment Information

Current Treatment

Claim

Number 22066700011

Claim Approved

Check issued to Dentist 03/10/2022

Joseph Salim DMD (In-Network Dentist)

Date of Service 03/01/2022

Remote Authorization

Number 161834

Authorization Date 02/23/2022

Provider GREAT EXPRESSIONS DENTAL CENTER PC

ACN 1592836

Member Details

Branch of Service

Navy

Dental Readiness Classification (DRC)

DRC 1 as of 03/01/2022

Member Forms

Need to upload forms or materials? Use our Contact Form

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)

If you wish, you can schedule a callback through the contact page on the website.

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