



HEALTH MATTERS

A PUBLICATION FOR TRICARE® BENEFICIARIES

The Dentist is In ...

Welcome to the TRICARE Active Duty Dental Program (ADDP)



U.S. Air Force Col.
Linda Coates
Chief, TRICARE Dental
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Greetings! I'm Col. Linda Coates, chief of the TRICARE Dental Care Section at the Defense Health Agency (DHA). My top priority is to ensure the dental readiness and overall health of our active duty service members (ADSMs). The ADDP supports this mission by providing civilian dental care to eligible ADSMs so they can deploy anywhere in the world, at a moment's notice. This first newsletter outlines ADDP service areas, eligibility, appointment-making, website, and other important program information you need to achieve readiness and health.

I also want to share some dental care tips to help you on your readiness and wellness journey:

- **Brush twice a day and floss once a day.** Brushing removes plaque and promotes a white smile, fresh breath, and healthy gums. Flossing daily removes plaque buildup and food particles between teeth. A consistent brushing and flossing routine can help you avoid dental conditions that may impact your readiness and wellness goals.
- **Eat a healthy diet and drink fluoridated water.** Choose foods that are low in sugar. Vegetables, fruits, grains, and lean proteins are good for your teeth. They're also healthy and balanced options overall. Drinking water, especially fluoridated water, also helps strengthen tooth enamel.
- **Maintain regular dentist visits.** Regular dental cleanings and checkups can help you spot dental health problems early. If you're assigned to a military dental clinic (non-remote), check with your clinic for information on when you should expect to make your next appointment. If you're a remotely located, eligible ADSM, you can receive two routine exams and cleanings in a consecutive 12-month period under the ADDP. See the ADDP eligibility information on page 2 of this newsletter for more detailed information.

The DHA and I are committed to ensuring your health and readiness.

Thank you,

Col. Linda Coates



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ISSUE HIGHLIGHTS

About the ADDP and Eligibility

The Active Duty Dental Program (ADDP) is available inside and outside the continental United States (CONUS and OCONUS). **See page 2.**

Making an Appointment With a Civilian Dentist

Military Dental Treatment Facility (DTF)-referred and remote ADSMs have different appointment-making processes. Remote ADSM processes also differ by location (CONUS or OCONUS). **See page 3.**

ADDP Website Serves CONUS, OCONUS ADSMs

The new ADDP website (www.addp-uccci.com) includes features and resources for CONUS and OCONUS ADSMs. **See page 4.**

About the ADDP and Eligibility

ADDP Service Areas

The ADDP is available both in the continental United States (CONUS) and outside the continental United States (OCONUS). United Concordia Companies, Inc. (United Concordia) administers the ADDP benefits worldwide. This means all eligible ADSMs can now contact **United Concordia** for all their ADDP civilian dental care needs. See page 5 for United Concordia's contact information.

The ADDP is broken up into two service areas. The CONUS service area includes:

- United States
- U.S. Virgin Islands
- Guam
- Puerto Rico
- American Samoa
- Northern Mariana Islands

The OCONUS service area includes all other countries, island masses, and territorial waters.

ADDP Eligibility

The ADDP is available to ADSMs of the United States Army, Marine Corps, Navy, Air Force, Space Force, Coast Guard, Commissioned Corps of the National Oceanic and Atmospheric Administration, and Commissioned Corps of the Public Health Service. For detailed information on eligibility categories, visit the ADDP website at www.addp-ucci.com.



Here's who the ADDP covers both CONUS and OCONUS:

CONUS Locations

In CONUS locations, the ADDP is for ADSMs who are:

- Referred from a military dental clinic. A military dental clinic is also known as a military dental treatment facility (DTF). DTF-referred care is only available to service members in the CONUS service area.
- Remotely located. You must live and work more than 50 miles from a military dental clinic.

OCONUS Locations

In OCONUS locations, the ADDP is for ADSMs who are:

- Remotely located. You also must first enroll in TRICARE Prime Remote

Overseas. This means if you aren't in a remote OCONUS location, you aren't eligible for the ADDP. You should get all your dental care from your military dental clinic. You can find information on the TRICARE Prime Remote Overseas program at www.tricare.mil/tpro.

Verifying Eligibility

TRICARE verifies your ADDP eligibility in the Defense Enrollment Eligibility Reporting System (DEERS). Make sure your information in DEERS is up to date. You must be eligible for the ADDP at the time you receive your dental care. If you aren't sure if you are, check your eligibility. You can learn how on the ADDP website at www.addp-ucci.com. ★



Making an Appointment With a Civilian Dentist

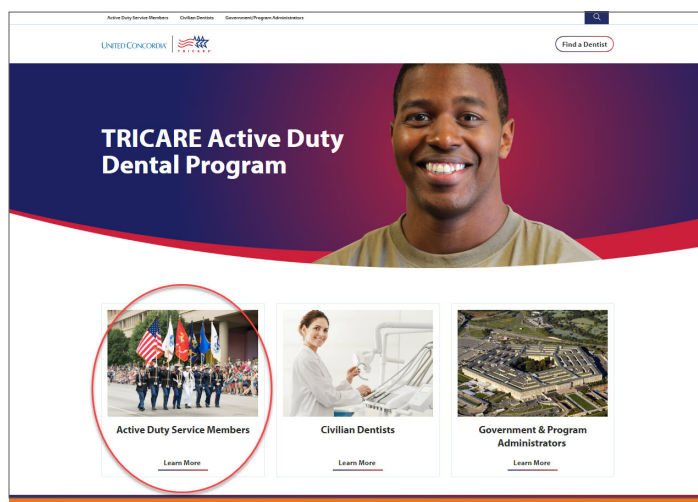
DTF-referred and remote ADSMs have different appointment-making processes. These are detailed on the ADDP website at www.addp-ucci.com. Remote ADSM processes also differ by location (CONUS or OCONUS). The *TRICARE Active Duty Dental Program Brochure* for CONUS and OCONUS remote ADSMs outlines what remote ADSMs need to do to schedule a civilian dental appointment. It's available on the ADDP website. Here are some general terms and information you should be familiar with before making an ADDP appointment:

- **Appointment Control Number (ACN):** You must receive an ACN from United Concordia prior to receipt of civilian dental care under the ADDP. Specific steps to obtaining an ACN are detailed on the ADDP website.
- **CONUS Dentists:** You must use a United Concordia ADDP network dentist in CONUS locations, unless United Concordia has approved use of a non-network dentist prior to receipt of care. A list of network dentists is available in the ADDP website's CONUS Find a Dentist tool.
- **OCONUS Dentists:** You can see any licensed dentist if you're a remote OCONUS ADSM. However, it's strongly recommended that you call United Concordia prior to receipt of any OCONUS civilian dental care. United Concordia will provide you with an ACN, schedule your appointment, and coordinate all aspects of your care. United Concordia will schedule your appointment with a TRICARE OCONUS Preferred Dentist (TOPD), if available. TOPDs are trained on the ADDP requirements and processes. The TOPDs have been selected due to the consistent quality care they have provided to ADSMs. A list of TOPDs is available in the ADDP website's OCONUS Find a Dentist tool.
- **Emergency Care:** Emergency dental care includes any treatment that you may need to relieve pain, treat infection, or control bleeding. When needed to relieve pain and infection, certain root canal treatments fall under emergency dental care. But crowns, bridges, and denture services don't count as emergency dental care.
 - **Remote:** You don't need an ACN for emergency dental care. In CONUS, you can see any dentist. However, United Concordia won't authorize follow-up care with a non-network dentist. In OCONUS, you may receive emergency dental care from any licensed dentist.
 - **DTF-referred:** You must follow your DTF's rules for emergency dental care. ★

ADDP Website Serves CONUS, OCONUS ADSMs

The new ADDP website (www.addp-ucci.com) includes new features and resources for both CONUS and OCONUS ADSMs. Check out the website to quickly learn about the ADDP. You can also learn what you need to do before you see a civilian dentist.

When you visit the new site, you'll have the option to select from three portals, based on who you are. To start, select the ADSM portal on the left. Get acquainted with the resources, tools, and forms you need to receive care under the ADDP.

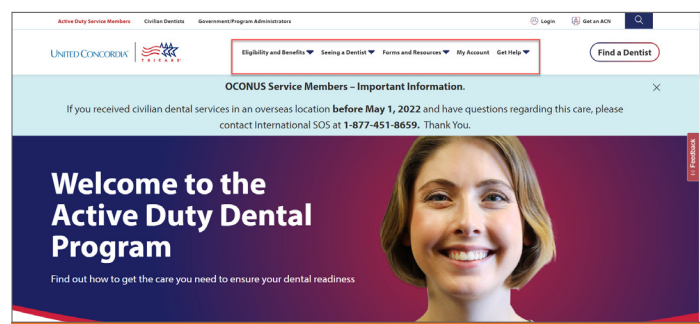


If you already know how to use the program, you can quickly get an ACN or find a dentist from the ADSM home page. You can also access your ADDP My Account tool to review benefits, see treatment information, access secure messages, and more. (The next issue of this newsletter will include details about this new feature.)

Easily Navigate the New Website

Not sure where to start? Need some guidance on ADDP policies and procedures? The ADDP website has you covered. The website makes it easy for you to get program information.

- The *Eligibility and Benefits* section can help you find out if you're eligible for the ADDP and what services are covered.
- The *Seeing a Dentist* section has information about what you need to do before making an appointment with a civilian dentist. This includes how to get an ACN and how to find a network dentist in CONUS locations or TRICARE OCONUS Preferred Dentist (TOPD) overseas.
- The *Forms and Resources* tab contains all the forms and educational resources you need. Select from the list of materials to find the answers to your questions or to download any ADDP forms.
- Under the *Get Help* section, you can find United Concordia contact information, visit related websites, and more.



The new ADDP website was designed specifically for you, ensuring you have all program information at your fingertips. ★



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LOOKING FOR MORE INFORMATION?

TRICARE ACTIVE DUTY DENTAL PROGRAM

United Concordia Companies, Inc.

www.addp-uccci.com

CUSTOMER SERVICE

1-866-984-2337 (CONUS)

1-844-653-4058 (OCONUS)

Country-specific access codes are available on the ADDP website.

CUSTOMER SERVICE HOURS

6 p.m. ET Sunday – 10 p.m. ET Friday

8 a.m. – 5 p.m. ET Saturday

CONUS CLAIMS

United Concordia Companies, Inc.

ADDP Claims

P.O. Box 69429

Harrisburg, PA 17106

OCONUS CLAIMS

United Concordia Companies, Inc.

ADDP Claims

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GENERAL INQUIRIES

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Email via the Contact Us form at

www.addp-uccci.com

