

TRICARE Active Duty Dental Program (ADDP)  
Operational Instructions for Military Dental Treatment Facility (DTF) Referred Care

Under the ADDP contract United Concordia Companies, Inc. processes dental care claims for care referred out by DTFs to civilian providers, as well as care provided to members in remote locations. This instruction applies only to care referred out by a DTF.

1. When a military DTF does not have appointment or resource availability for Active Duty Service Members (ADSMs), the DTF may choose to refer the ADSM out to civilian care under the ADDP.
2. UCCI provides comprehensive training for the referral process using their Dental Authorization and Referral Tracking (DART+) system. Using this system, the DTF may obtain the required Appointment Control Number (ACN) the ADSM will need to obtain care from a civilian provider, and will specify the care to be provided. The civilian provider may only provide the care listed on the referral form. Any additional care the provider believes necessary must be authorized by the DTF before the care is provided.
3. When referring care to a civilian provider, the DTF **must** refer the care to an ADDP network provider. **Claims for care referred to non-network providers will be denied when received by UCCI.** Therefore, it is critical that DTF referrals only be to network providers. A list of network providers may be found at: <https://secure.addp-ucci.com/dwaddw/adsm/article.xhtml?content=find-a-dentist>. Alternatively, the DTF may contact UCCI at 1-866-984-ADDP (2337): Monday-Friday: 8 a.m. to 8 p.m. Eastern Time; Saturday: 8 a.m. to 5 p.m. Eastern Time for assistance in locating a network provider.
4. If the DTF cannot find a network general dentist within 25 driving miles and within 21 calendar days availability; or a specialty provider within 50 driving miles and 28 calendar days availability, the DTF must contact UCCI to locate a network provider and schedule the appointment.\* Appointment to a non-network provider should only be done by UCCI when it is determined that a network provider is not available. UCCI will generally complete the appointment process within two business days. The following contact methods are available for DTF staff to receive approval for a non-network general or specialty provider:

- The DTF can select “United Concordia” as responsible for scheduling the appointment on the referral form and UCCI will schedule the appointment.
- If DTF staff wish to make the appointment or allow the ADSM to make the appointment, they can select “United Concordia” as responsible for scheduling the appointment on the referral form, however, they must request permission to use a non-network provider and state that the DTF or ADSM will make the appointment in the “notes” field. UCCI must approve the non-network provider prior to DTF or ADSM making the appointment. The DTF will receive an Appointment Control Number (ACN) within two business days of the request for approved requests. The DTF or ADSM can then schedule the appointment.
- The DTF can call UCCI at 1-866-984-ADDP (1-866-984-2337) to receive approval.

If the DTF wishes to utilize a specific non-network provider, the DTF should state so in the “notes” field on the referral form. The request will be approved only if there is no network provider available within the access criteria noted above.

5. The ADSM will take the completed referral, with the ACN, to the network provider with whom the appointment has been scheduled. The provider will complete the care specified on the referral form and file a claim with UCCI. The ADSM is not responsible for any reimbursement for referred care or for filing a claim.

6. If a DTF refers an ADSM to a non-network provider without authorization from UCCI, the claim will be denied and on appeal, DHA may hold the member liable for the cost of care. To avoid this possibility, all care must be referred to network providers.

*\* If UCCI has no network provider within the access standard, it will authorize the member to obtain care from a non-network provider. In most cases, UCCI will work out payment at billed charges with the non-network provider so that the member is not liable for any DTF referred care. In limited cases, the member may have to pay the provider and then submit a claim to UCCI for reimbursement of all authorized care.*

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