

Attention Orthodontic Providers

United Concordia is updating our orthodontic claims processing system to improve accuracy, eliminate redundant paperwork and provide you with easy access to orthodontic payment information on our Web site.

Beginning in early November, you will see the following changes for new orthodontic treatment plans.

- Elimination of the orthodontic letter you previously received at the beginning of a new treatment plan or predetermination. All treatment plan information will now be provided to you and your patients via the Dental Explanation of Benefits (DEOB).
- Detailed orthodontic information will be available through the *My Patient's Benefits* application. Log on to view payment detail, payment calculation information, treatment plan information and claim detail. Detailed instructions on using this enhancement will be available in the Dental Reference Guide, which is also available on our Web site.
- Due to the automation of the orthodontic benefit calculations you will see interim payments that are exact calculations based on the total months of treatment. Interim payments will not be rounded to the nearest dollar.

Existing treatment plans will not be affected and payments will continue as initially calculated. In addition, existing treatment plan information will also be available through *My Patients' Benefits*.

Reminder – Please report the correct ADA orthodontic procedure codes on your claim.