Remote Active Duty Service Members

TRICARE
Active Duty Dental Program
Training
What is the ADDP?

- The ADDP provides authorized private sector dental benefits under two distinct components for Active Duty Service Members (ADSMs) who are either:
  - Referred from a military dental treatment facility (DTF) (DTF-referred)
  - Or live and work (duty location) greater than 50 miles from a military DTF as part of the Remote Active Duty Dental Program (Remote ADDP)

- United Concordia pays claims for authorized dental care. Treatment must be provided by a United Concordia network dentist in order to be eligible for payment.
Service areas

- Dental care under the ADDP will be available in the United States, U.S. Virgin Islands, Guam, Puerto Rico, American Samoa and the Northern Mariana Islands.

- United Concordia offers an extensive dental provider network of more than 70,000 dentists.
Eligibility – Who is eligible?

- The ADDP is available to ADSMs of the Uniformed Services to include:
  - National Guard and Reserve Component sponsors called or ordered to active duty for more than 30 consecutive days and “Early Activators” in support of a contingency operation or a preplanned mission
  - Personnel in the Transition Assistance Management Program (TAMP) following activation for a contingency operation for more than 30 days
  - National Guard members moved from federal orders to state orders when performing state disaster response duty
  - Foreign military personnel stationed in the U.S.*
  - Line of Duty (LOD) service members**
  - Wounded Warriors

Foreign military personnel are eligible for private sector dental care under the ADDP if their country has a reciprocal agreement with the U.S. that authorizes dental care. Foreign military personnel must receive care from a DTF; there are no remote foreign military.

** LOD documentation must be submitted to United Concordia prior to receipt of private sector dental care. Submission is NOT considered authorization. The Government will review the LOD paperwork and United Concordia will notify ADSMs of the determination.
Who is not eligible?

- Personnel in the Transitional Assistance Management Program (TAMP) – Note that personnel on TAMP following activation for a contingency operation for more than 30 days are eligible. Personnel on TAMP not related to a contingency operation remain ineligible for the ADDP.
- ADSMs of the Commissioned Corps of the Public Health Service (PHS)*
- 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

*PHS dental care is covered by the Service.
ADSM Dental Readiness

• United Concordia will track dental readiness classification for all remote ADSMs who use the ADDP.

• Civilian dentists will report the dental readiness of the remote ADSM on each claim submitted.

• Remind your dentist to include your Dental Readiness Classification (DRC) on the claim form.
ADSM benefits

- Benefits under the ADDP for remote service members are detailed in the **The Active Duty Dental Benefit** (Attachment J-2 of the ADDP contract). The ADDP will only pay for covered dental benefits, non-covered dental benefits specifically authorized by the Government and those dental benefits that require and have received authorization prior to receipt of dental care.

- If you elect to receive non-covered services, you will be responsible for payment.
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 less than $750 per procedure or appointment or
  - The cumulative total is less than $1,500 for treatment plans completed within a consecutive 12-month period
    **AND**
  - The procedure must be a covered benefit as listed in The Active Duty Dental Benefit. (Available on the ADDP website)

An **Appointment Control Number (ACN)** provided by United Concordia must be obtained prior to receipt of care for all courses of treatment, regardless of cost.
Specialty care

- As a remote ADSM, you **must** receive authorization prior to receiving:
  - Specialty dental care (e.g., crowns, bridges, dentures, periodontal treatment)*
  - Dental care in excess of $750 per procedure or appointment
  - Dental care with a cumulative total greater than $1,500 for treatment plans completed within a consecutive 12-month period
  - Dental care from a non-network dentist

- For implant specialty services, you will also need a Command Memorandum from your unit signed by the unit commander or designated representative. This should be submitted by the civilian dentist as an attachment with the completed **Authorization Request Form**.

- **Orthodontics is not an approved service for Remote Active Duty Service Members.**
Emergency dental care does not require an authorization or Appointment Control Number (ACN). Emergency dental care procedures under the ADDP for remote service members 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, therefore, are not covered. ADSMs who choose to receive non-covered services as part of an episode of emergency dental care are responsible for payment of these services.
- It is recommended that you use a United Concordia network dentist for emergency dental care. Although this is not required, any follow-up care with a non-network dentist will not be authorized and you will be responsible for payment.
Claims

• United Concordia’s network of more than 70,000 dentists will submit ADDP claims to United Concordia for payment.

• All dental care received under the ADDP must be received from a United Concordia network dentist to be eligible for payment.
Cancelled and missed appointments

- If you are unable to keep an appointment, you should try to cancel it with the civilian dentist at least 24 hours before your scheduled visit.

- Extenuating circumstances might occasionally prevent you from canceling within 24 hours of your appointment. If you receive a bill for a missed appointment, you can submit an appeal to United Concordia. The Appeal should include a detailed explanation as to why the appointment was missed.
Appeals

• You are required to have an Appointment Control Number prior to accessing private sector dental care. If you do not receive one prior to receipt of care, your claim may be denied.

• There are three levels of appeal for the ADDP. You may appeal a claim denial by completing the online appeal form. The form must be completed in its entirety. The required information can be found on your dental explanation of benefits (DEOB). If you do not have your DEOB, you can contact United Concordia at 1-866-984-2337 to check your claim status and receive this information. You can simply input your SSN and date of birth and, if you have a recent claim, the system will automatically return your claim information.

• You can also submit an appeal in writing to United Concordia.

• You may authorize the civilian provider to file an appeal on your behalf by completing the Authorization to Appeal Form available on the ADDP website.
Grievances

- United Concordia has well-established Grievance and Appeal programs to ensure patient satisfaction and address quality concerns. If you have a quality concern regarding procedures that have been received from a United Concordia network dentist, please address them in the following manner:
  - Address the first incident regarding clinical quality with the treating dentist to provide an opportunity to rectify the concern. If preferred, you can request that United Concordia contact the treating dentist for corrective action.
  - If the treating dentist does not correct the issue after the initial request, contact United Concordia to address your concerns.

- To file a grievance, complete the online Grievance Form on the ADDP website. You also can print this form and mail or fax it to United Concordia.
Civilian providers

Network Providers

• The ADDP requires you to use a United Concordia network provider.

• United Concordia has created the ADDP Dental Network to support the ADDP contract. This dedicated network will only support ADDP members.

• Additionally, the ADDP network consists of a subset of STAR providers who have shown dedication to active duty service members.
Civilian providers

Network Providers

• **STAR** providers were selected based on their consistent track record of treating a substantial number of active duty service members without grievances or utilization review concerns.

• *If available in your area, STAR* providers will:
  o Provide amalgam restorations to Active Duty Service Members (*if they perform restorative services*)
  o Provide appointment reminders to all ADSMs
  o Provide timely access to care to ensure readiness
  o Maintain no verified grievances or utilization management issues
Civilian providers

Provider Requirements

- Network providers will not collect payment from you for covered procedures or bill you for any authorized and/or covered dental care.
- If you elect to receive a non-covered dental procedure from a network provider, you must be informed by the provider, in advance of receiving the treatment, that the procedure is excluded from coverage and you must agree to pay for the treatment.
- United Concordia will receive your dental readiness classification information from providers. You will not be charged for these services.
- Network dentists will provide a copy of rendered treatment to you upon request.
Civilian providers (continued)

Non-network providers

- If you are approved for care from a non-network provider who demands payment up front, you should contact United Concordia who will arrange reimbursement to the provider.

- If you have paid a non-network provider in an emergency situation, United Concordia will reimburse you directly.
Make an appointment

Routine dental care:

• As a remote ADSM, you may personally coordinate your routine covered dental procedures (e.g., examinations, cleanings, fillings) as long as the dental treatment is less than $750 per procedure or appointment or the cumulative total is less than $1,500 for treatment plans completed within a consecutive 12-month period.

• To coordinate routine dental care, you must get an Appointment Control Number (ACN) from United Concordia. You can receive an instant ACN:
  o Online at addp-ucci.com
  o Or by phone at 1-866-984-ADDP (1-866-984-2337) and use our Interactive Voice Response (IVR) system.

• If you prefer to have United Concordia make an appointment for you, call a dental care finder at 1-866-984-ADDP (1-866-984-2337).
Make an appointment (cont.)

• If you have difficulty getting an appointment within 21 days of request contact United Concordia at 1-866-984-ADDP (2337).

• You can choose to wait more than 21 days for a specific provider and waive your right to an appointment within 21 days.

• Making an appointment will be covered in greater detail later in the presentation.
Make an appointment (cont.)

Specialty and Other Private Sector Dental Care:

You must receive **authorization** prior to receipt of dental care for:

- Specialty care (e.g., crowns, bridges, dentures, periodontal treatment)
- Dental care in excess of $750 per procedure or appointment
- Dental care with a cumulative total greater than $1,500 for treatment plans
- Seeing a non-network dentist
Make an appointment (cont.)

• You must receive an ACN for your initial dental visit/exam. If you need non-routine care mentioned on the previous slide, you must receive an authorization.

• To receive authorization, have your civilian dentist complete an Authorization Request Form. This form must indicate the procedures desired in order to initiate the authorization request. This form is available on the ADDP website in the Civilian Dentists portal for electronic completion and submission by the dentist.

• Upon authorization approval, you and the 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.

• Authorizations and attachments can be submitted online through DART+.
Get an ACN online for routine care

- You can access the **ACN Form** through the ADDP website (www.addp-ucci.com) by clicking on the **Active Duty Service Members** portal.
Get an ACN online for routine care (cont.)

- You can get an ACN online by completing the ACN request form.

- input your SSN or Benefits Number (located on the back of your ID card) and date of birth, and United Concordia’s system will check your eligibility in real-time and provide an ACN.

- After receiving the ACN, you can schedule your appointment with a network dentist.
Confirmation

If you request an ACN online, you will receive an ACN confirmation page that you can print for your records.

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.
Get 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.
Choose a network dentist

- Use the **Find a Dentist** application to search for dentists in your area.

- **STAR providers** will appear at the top of the search results and be designated with a gold star and a “yes” in the STAR provider column.

- An **amalgam column** has been added to the FAD screen to help you locate dentists who perform amalgams (silver fillings).

- You can also search **by specialty**.

- Some dentists allow members to schedule an appointment online through Find a Dentist.
Important claims information

The Defense Health Agency (DHA) requires all active duty service members (ADSMs) who use the ADDP be assigned a Dental Readiness Classification (DRC) after receiving private sector dental care. To comply with this requirement, all claims submitted without a DRC for remote ADSMs will be denied and will require resubmission.

To avoid claim denials, remind your dentist to submit your dental readiness code on the claim form.
United Concordia contact information

**ADDP website:** www.addp-ucci.com

**Dental Care Finders/Customer Service**
1-866-984-ADDP (2337)
8 a.m. to 8 p.m. (ET) Monday through Friday
8 a.m. to 5 p.m. (ET) Saturday
addpdcf@ucci.com

*Beginning July 11, 2014, you can schedule a callback through the contact page on the website*

**Inquiries**
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**Claims**
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**Appeals**
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**Grievances**
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ADDP Unit – Grievances
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United Concordia Dental Benefits Advisors
Questions

If you have questions, ask your Dental Benefits Advisor.