



# TRICARE® ACTIVE DUTY DENTAL PROGRAM

## Getting care from a civilian dentist

You have been referred to a civilian dentist by your **military dental treatment facility (DTF)**. Private sector dental care for active duty service members (ADSMs) is covered under the TRICARE Active Duty Dental Program (ADDP). The ADDP benefit is administered by United Concordia® Companies, Inc. (United Concordia). This fact sheet contains important information on how to get dental care under the ADDP.

### APPOINTMENTS

If the DTF made an appointment for you with a United Concordia network dentist, please be sure to take a copy of the referral with you to the appointment.

If you were approved by the DTF to make your own appointment with a United Concordia network dentist and the DTF provided you with a referral form, you may contact a United Concordia network dentist to schedule your appointment. You can find a network dentist in the “Active Duty Service Member” portal on the ADDP Web site at [www.addp-ucci.com](http://www.addp-ucci.com). Be sure to give the dentist the Appointment Control Number (ACN) listed on your referral and take a copy of the referral with you to the appointment.

### DENTAL SERVICES

It is important to note that you may only receive services prescribed on the DTF referral to avoid out-of-pocket expenses. If the civilian dentist determines you need additional care not included on the initial referral, please instruct him or her to contact your DTF to discuss and obtain approval. If you elect to receive services not included on the referral, you will be responsible for all costs associated with this care.

### NETWORK DENTISTS

You must use a United Concordia network dentist to receive ADDP-covered dental services. You are responsible for payment of care if you choose to use a non-network dentist without prior approval. If a network dentist is not available, your DTF must call United Concordia at **1-866-984-ADDP (1-866-984-2337)** to verify the lack of network availability and receive permission to refer you to a non-network dentist.

### CANCELLATIONS AND MISSED APPOINTMENTS

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

Extenuating circumstances may occasionally prevent you from canceling within 24 hours of your appointment. If you receive a bill for a missed appointment, please contact United Concordia.

### CUSTOMER SERVICE

A United Concordia dedicated Dental Care Finder can assist you in obtaining dental appointments and answer any questions you may have. Dental Care Finders are available by phone Monday–Friday, 8:00 a.m.–8:00 p.m. ET and Saturday, 8:00 a.m.–5:00 p.m. ET at **1-866-984-ADDP (1-866-984-2337)** or via e-mail at [addpdcf@ucci.com](mailto:addpdcf@ucci.com).

### APPEALS

You are required to have a DTF referral prior to accessing civilian dental care. If you do not receive one prior to receiving dental services, your claim may be denied. You or your DTF

*This fact sheet is **not** all-inclusive. For additional information, please contact United Concordia Companies, Inc. or your military dental treatment facility.*

can appeal a claim denial by completing the online *Appeal Form*. You must complete the form in its entirety with information found on your dental explanation of benefits (DEOB). If you do not have your DEOB, you can contact United Concordia at **1-866-984-ADDP (1-866-984-2337)** to receive this information.

You may also choose to submit your appeal in writing. Indicate why you are appealing the denied claim and mail your request for appeal to United Concordia using the mailing address provided in the *For Information and Assistance* section of this fact sheet. You may submit a copy of your bill with your written appeal.

## QUALITY OF CARE

United Concordia makes every effort to ensure that you receive high-quality dental care by consistently adhering to quality-assurance measures. Benefits are only paid for dental services that meet acceptable standards. Questions concerning the quality of care you received should be discussed with your DTF.

## FOR INFORMATION AND ASSISTANCE

<p><b>Active Duty Dental Program (ADDP)</b>  <b>Web Site</b>  <a href="http://www.addp-ucci.com">www.addp-ucci.com</a></p> <p><b>ADDP E-mail Address</b>  <a href="mailto:addpdcf@ucci.com">addpdcf@ucci.com</a></p>	<p><b>Customer Service and Appointment Scheduling</b>            1-866-984-ADDP (1-866-984-2337)</p> <p>Monday–Friday: 8:00 a.m.–8:00 p.m. ET            Saturday: 8:00 a.m.–5:00 p.m. ET</p>	<p><b>Claims Mailing Address</b>            United Concordia Companies, Inc.            ADDP Claims            P.O. Box 69429            Harrisburg, PA 17106-9429</p> <p><b>Inquiries/Appeals Mailing Address</b>            United Concordia Companies, Inc.            ADDP Unit            P.O. Box 69430            Harrisburg, PA 17106-9430</p>
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### **An Important Note About TRICARE Program Information**

*At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. For the most recent information, contact your TRICARE dental contractor.*

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