



United Concordia Companies, Inc. (United Concordia) has been selected by the Department of Defense to administer the TRICARE Active Duty Dental Program (ADDP). The ADDP is the process by which active duty service members (ADSMs) receive private sector dental care from civilian dental practices. Service members must be on active duty at the time dental care is provided under the ADDP. Claims received for service members not on active duty will be denied, and the service member will be responsible for all charges related to that care.

ELIGIBILITY

The ADDP is available to ADSMs of the U.S. Air Force, U.S. Army, U.S. Coast Guard, U.S. Marine Corps, U.S. Navy, NOAA Corps, and National Guard and Reserve Component Sponsors (called or ordered to active duty for more than 30 consecutive days). Additionally, personnel in the Transition Assistance Management Program (TAMP) following activation for a contingency operation for more than 30 days are eligible to receive private sector dental care as a member of the remote ADDP for up to 180 days. Additionally, National Guard and Reserve "Early Activators" and Wounded Warriors are also eligible for care under the ADDP.

PROGRAM COMPONENTS

The ADDP has two components:

- **Military Dental Treatment Facility-referred care (DTF-referred care)** - provides private sector dental care for ADSMs referred for private sector dental care from a military DTF. Included are ADSMs who have a duty location or residence within 50 miles of a DTF.
- **Remote ADDP** - provides private sector dental care for ADSMs with a duty location and residence greater than 50 miles from a military DTF or any ADSM designated as "remote" in DEERS.

Under the ADDP, ADSMs must be treated by a United Concordia network dentist. Utilization of a non-network dentist must be authorized by United Concordia prior to receipt of care, and will only be provided when a network dentist is not available.

BENEFITS

The ADDP provides dental benefits to maintain dental health and military worldwide readiness/deployment status. ADSMs may receive any covered service listed in The Active Duty Dental Benefit (available at www.addp-ucci.com), as long as the referral and/or authorization requirements are met prior to receipt of care.

REFERRALS/AUTHORIZATIONS

United Concordia is required to track all referrals and authorizations for the ADDP. Referrals are made by a military DTF for care not available in that DTF. Remote ADSMs may personally coordinate their own routine care if all guidelines in the following **Remote ADDP Self-Referrals** section are followed. Authorizations are submitted from a civilian provider for remote ADSM specialty and other care in the following **Remote ADDP Authorizations** section.

- **DTF Referral** - When an ADSM requires dental care that cannot be provided by the DTF, the DTF will prescribe a referral (that the ADSM will bring to the civilian network dentist appointment). The DTF referral should be accepted as a treatment plan, which is indicated in detail on the referral form. However, if the civilian dentist finds clinical reasoning for alternative treatment, a modified referral is required. Referral modifications are obtained

by contacting the DTF (contact details are provided on the initial referral form). The DTF Orthodontic Referral Form and DTF Referral Request Form (both are included in the Forms & Materials section in the government portal on the ADDP website) must be completed by DTFs wishing to refer ADSMs for private sector orthodontic treatment. Both forms must be completed in their entirety and submitted to United Concordia as noted on the orthodontic referral form after the DTF receives the orthodontic treatment plan from the civilian provider. ADSMs may not receive orthodontic treatment until the request has been approved by the Government.

- **Remote ADDP Self-Referrals** - Remote ADSMs self-refer for routine covered benefits (non-specialty dental care such as examinations, cleanings, fillings), unless that care is over \$750 per appointment or cumulative total of \$1500 or more for treatment plans completed within a consecutive 12-month period. Remote ADSMs cannot self-refer for any specialty procedures, regardless of cost. Remote ADSMs must use a United Concordia network dentist and obtain an Appointment Control Number (ACN) from United Concordia prior to scheduling any private sector dental appointment. To coordinate routine dental care, remote ADSMs must complete an online ACN Request Form (available at www.addp-ucci.com) or call 1-866-984-ADDP (1-866-984-2337) to request an ACN using the automated phone system. The remote ADSM will receive an immediate ACN.
- **Remote ADDP Authorizations** - Authorizations are required for all care for which the remote ADSM cannot self-refer. A civilian dentist will request an authorization for a remote ADSM using the Authorization Request Form (available at www.addp-ucci.com). This form must indicate the procedures desired in order to initiate the authorization request. Upon authorization approval, the remote ADSM and civilian dentist will be notified and an appointment can be scheduled to initiate care. The determination of the authorization request can take from two to three to five business days. ADSMs should not initiate preliminary orthodontic assessments, and Appointment Control Numbers will not be issued for this purpose. Orthodontic care initiated by ADSMs will become their financial responsibility.

CLAIM SUBMISSION

United Concordia's network of over 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. Claims will be paid for those areas where there are no available participating dentists as determined by United Concordia.

CUSTOMER SERVICE

United Concordia's ADDP Customer Service department consists of personnel trained to assist in responding to inquiries about the ADDP. A toll-free service is available for DTF staff and ADSMs, 8:00 a.m. through 8:00 p.m. ET, Monday through Friday, and 8:00 a.m. through 5 p.m. ET Saturday, at (866) 984-ADDP (2337).

The ADDP Customer Service department may also be contacted by e-mail at addpdcf@ucci.com. Or, by mail at:

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ADDP Unit
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