

Indiana Hoosier Care Connect

Enrollment, credentialing and contracting instructions

Join our network

Come grow your practice with us! As a UnitedHealthcare participating dentist, we'll provide you with a variety of plans that offer competitive compensation. We've been a dental leader for over 30 years, serving millions of UnitedHealthcare dental members. Our innovative education and information programs are always available to help encourage patients to seek dental care and improve their overall health.

What we offer you:

- Competitive reimbursement
- Marketing power and increased patient base
- Administrative ease using our provider portal for online real-time access to eligibility and claims information
- Electronic payments and statements through direct deposit
 - automated clearing house (ACH) and virtual card payments (VCP)
- Access to a dedicated, dentist-only, toll-free hotline with experienced professionals ready to assist

Request a care provider packet to get started today

Complete the provider [packet request form](#) and email your completed copy to ce_packetrequest@uhc.com. Please type "Packet Request IN [County]" in the email subject line.

For questions about downloading the packet or general questions about the packet, please call UnitedHealthcare Dental Provider Services at **844-402-9118**.

To start the process with us, you'll also need to be enrolled with the Indiana Health Coverage Programs (IHCP). If you haven't done so already, complete your enrollment packet for this program at [Indiana Medicaid for Providers - Provider Enrollment](#).



This document includes information on:

- How to join our network
- Our credentialing process
- Our contracting process

Once your packet is complete and submitted, a network contractor will contact you via email or phone within 5 business days to review dental fees and the application process. Your network contractor will discuss the requirements to complete your participation request and assist you throughout the process. You'll be given their email address and phone number so that you can contact them to keep the process moving forward.

Credentialing overview

Once you've completed and submitted your application, your network contractor will submit your application to the credentialing and contracting teams simultaneously. You can utilize CAQH for your dental provider credentialing or send us your credentialing materials directly. Please keep your CAQH information updated and your attestation completed prior to beginning the credentialing process. All care providers require credentialing prior to participating with UnitedHealthcare.

During the credentialing process, we'll work with you to verify your credentials, practice history, certifications and registration.

- Credentialing is required for all licensed individual dental professionals to participate in the UnitedHealthcare Dental Provider Network and Indiana Hoosier Care Connect network
- You should expect the credentialing process to be completed within 30 calendar days of submission of all required credentialing information
- Both credentialing and contracting must be complete prior to seeing UnitedHealthcare members

Each credentialed care provider will receive a welcome letter notifying them when they can begin treating members.

Contracting overview

We'll start the contracting process with you while you're working through credentialing. Contracting is a separate process from credentialing. Upon submitting your application, you'll receive an acknowledgement letter within 5 business days by mail or email. For your network participation request to be considered complete, it must include both contracting and credentialing. Complete is defined as all required fields completed and required supporting documentation provided for network participation must be submitted to us.

To check the status of your network participation request, please call UnitedHealthcare Dental Provider Services at **844-402-9118**. Have your application reference number or National Provider Identifier (NPI) number available.

Get contracted

The UnitedHealthcare Dental Contract is included in the packet care providers download. You can review the contract, execute it and return it to us via email.

Once we receive a signed contract from you **and** your credentialing is complete, you're considered in-network. We'll countersign the participation agreement and send you a copy via email or mail. You'll receive a welcome letter notifying you of your participation. It'll include your effective date. Your effective date will begin on the first month following receipt of a completed network participation request. Remember, for a network participation request to be considered complete, it must include both credentialing and contracting.

Tips for ensuring a smooth application process:

The following are tips for an effortless application process:

Category	Requirements
CAQH	<p>The information on CAQH must match the information you provide on your application. Ensure the following:</p> <ul style="list-style-type: none">• Your CAQH profile status must be complete or active• We have authorization to access your CAQH application (Log in to the CAQH ProView Provider portal, go to the user account setting menu and review the authorization section to update your preferences. Be sure UnitedHealthcare has authorization).• Information in your completed CAQH profile is updated (i.e., practice information, credentialing contact information, license and professional liability insurance effective and expiration dates)
Attached documents	<p>Providing all the correct and completed documents is required.</p> <ul style="list-style-type: none">• Attach correct and accurate documents• Be sure to sign the W-9 form or provide the correct tax ID number
Document returns	<p>Missing documents are signed and returned as quickly as possible.</p> <ul style="list-style-type: none">• Respond quickly to requests for information

Care provider network policy effective date

UnitedHealthcare Dental has adopted the IHCP care provider network effective date policy established Jan. 1, 2022. The following is additional information about your policy effective date:

- As a new care provider with us, your effective date with UnitedHealthcare Dental begins the first of the month following receipt of your network participation request
- Your network participation receipt date is the date UnitedHealthcare Dental receives your complete network participation request electronically via an online portal submission, email, mailed submission or fax
- All required fields must be completed, required supporting documentation must also be provided, etc.

Rendering service

To be able to render services, the contract or contract amendment must still be executed by both parties. If services were rendered prior to the effective date, these services may be considered out-of-network and require authorization.

If you're not credentialed

If you're unable to get credentialed, you won't be able to participate in our network. Also, if a care provider and UnitedHealthcare Dental cannot come to terms with a contract, the care provider will not be accepted into the network.

Timely filing of claims

You should hold all claims until the final welcome letter from UnitedHealthcare Dental is received, confirming that you're active with the network. You're expected to complete the credentialing and contracting process in a timely manner. However, if this process extends to a longer than standard time frame, UnitedHealthcare Dental will not hold you to the timely filing limit for claims rendered before your effective date.



Questions?

Contact your network contractor for more information or for guidance throughout the credentialing and contracting process.