



2024 Provider Manual updates

UnitedHealthcare Community Plan of Minnesota Provider Manual

This document provides a summary of key updates made to the provider manual throughout the year. Please refer to the UnitedHealthcare Community Plan of Minnesota Provider Manual for complete details related to the updates listed here. The complete provider manual is available at UHCdental.com/medicaid.

October 1, 2024 Updates summary

Section 1 Introduction

- Updated notification language to “it will be uploaded on the portal at UHCdental.com/medicaid under States specific alerts and resources.”
- Updated Provider Online Academy portal access to UHCdental.com

Section 2.4 Provider Portal/Dental Hub

- Updated provider portal to UHCdental.com/medicaid

Appendix B.2 Benefit grid

- Updated Limit for code D2991 to 1 per tooth every 180 days

Section 6.5 Addressing the opioid epidemic

- Updated link to CDC guidelines for opioid prevention and overdose

Section 6.6 COVID-19 information and resources

- Deleted Section 6.6 COVID-19 information and resources

Section 8.4 Cultural competency

- Deleted last paragraph and link

July 1, 2024 Updates summary

Section 1 Introduction

- Updated UHC On Air to Provider Online Academy

Section 2.6 Corrected claim process

- Deleted Section 2.7 Corrected claim process

Section 4.3 Specialist referral process

- Updated provider portal URL for search to UHCdental.com

Section 5.5 Utilization review

- Deleted “Clinical Affairs Committee”

Section 6.3 Site visit

- Updated “Clinical Affairs Committee” to “Peer Review Committee”

Section 6.4 Preventive health guideline

- Deleted “Healthy People 2020 and”

Section 9.5 Overpayment

- Added overpayments address P.O. Box 481 Milwaukee, WI 53201

Section 9.9 Corrected claim submission guidelines

- Added Section 9.9 Corrected claim submission guidelines

Appendix B.2 Benefit grid

- Updated Benefit grid – consolidated five to one

Appendix C.2 Authorization timelines

- Updated authorization approval expiration to 12 months from the date of determination



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