



Provider Manual updates

UnitedHealthcare Community Plan of Missouri Provider Manual

This document provides a summary of key updates made to the provider manual. Please refer to the UnitedHealthcare Community Plan of Missouri Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at UHCdental.com/medicaid.

January 14, 2025 Updates summary

Section 6.5 Addressing the opioid epidemic

- Updated instructions for how to access Opioid Programs and Resources – Community Plan (Medicaid)
- Updated hyperlink 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 hyperlink to www.hrsa.gov/culturalcompetency/index.html

Section 9.2.a Dental claim form required information

- Updated hyperlink to ADA store

Section 9.3 Timely payment

- Updated percentage to 100%

Section 9.5 Overpayment

- Deleted “e.g., ACC, DD, ALTCS, EPD” from member identification bullet

Appendix B.2 Dental Services & Medical Necessity

- Added Appendix B.2 Dental Services & Medical Necessity

Appendix B.3 Benefit grid (MO Medicaid Adult 21 and older)

- Added language to explain * by codes
- Added 175 codes with * - see provider manual for details

Appendix B.3 Benefit grid (MO Medicaid 20 and under, Pregnant Women, the Blind, & Nursing Facility Residents)

- Added Auth requirement and Required documents to code D1354
- Added codes D2928, D1351, D1353
- Updated Auth requirement and Required documents to code D9219



**Dental Benefit
Providers**