



2024 Provider Manual updates

UnitedHealthcare Community Plan of Mississippi 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 Mississippi Provider Manual for complete details related to the updates listed here.

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

September 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 UHC On Air to Provider Online Academy

Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to UHCdental.com/medicaid

Section 2.7 Corrected claim process

- Deleted Section 2.7 Corrected claim process

Section 5.5 Utilization review

- Deleted “Clinical Affairs Committee”

Section 6.3 Site visits

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

Section 6.4 Preventive health guideline

- Deleted “Healthy People 2020 and”

Section 9.1.a Paper claims

- Updated required ADA Claim Form to 2012 version or later

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 A Resources and services – how we help you

- Updated Prior Authorization Requests address to P.O. Box 1313 Milwaukee, WI 53201



**Dental Benefit
Providers**