



2024 Provider Manual updates

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

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

November 1, 2024 Updates summary

Section 6.5 Addressing the opioid epidemic

- 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 <http://www.hrsa.gov/culturalcompetence/index.html>

Section 9.5 Overpayment

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

Appendix B.2 Benefit grid

- Updated Frequency limits to code D0150

Appendix B.3 NM HLD Form

- Updated NM Handicapping Labio-Lingual Deviations Form

Appendix B.4 Orthodontic Continuity of Care (COC)

- Updated Orthodontic Continuation of Care Submission Form

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 Provider Online Academy portal access to UHCdental.com

Section 2.5 Provider Portal / Dental Hub

- Updated provider portal to UHCdental.com/medicaid

August 1, 2024 Updates summary

Appendix B.4 Orthodontic Continuity of Care (COC)

- Updated Orthodontic Continuity of Care Submission Form



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