



Provider Manual updates

UnitedHealthcare Community Plan of Texas Provider Manual

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

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

October 30, 2024 Updates summary

Section 2.5 Website UHCdental.com/medicaid

- Updated instructions for Dental Hub registration

Section 3.11 New associates

- Updated instructions for requesting provider application packet

Section 3.12 Change address, phone number, email address, fax or tax identification number

- Updated demographic change mail queue

Section 5.5 Utilization review

- Deleted Clinical Affairs Committee from first bullet

Section 6.2 Credentialing

- Updated Credentialing language

Section 6.3 Site visits

- Updated Clinical Affairs to Peer Review Committee

Section 6.4 Preventive health guidelines

- Deleted “Healthy People 2020” from public health benchmarks list

Section 6.5 Addressing the opioid epidemic

- Updated link tree for Opioid Programs and Resources
- 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

- Updated hyperlink to cultural competency resources

Section 9.2.a Dental claim form required information

- Updated hyperlink to ADA store

Appendix B.2 Benefit grid

- Updated Appendix B.2. See provider manual for additional details.

Appendix C.3 Clinical criteria and documentation requirements for services requiring authorization

- Updated information, organizing it into table format

Appendix C.4 Peer-to-Peer Review

- Added C.4 Peer-to-Peer Review



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