



2024 Provider Manual updates

UnitedHealthcare Community Plan of Wisconsin 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 Wisconsin Provider Manual for complete details related to the updates listed here. The complete provider manual is available at UHCdental.com/medicaid.

December 1, 2024 Updates summary

Section 6.5 Addressing the opioid epidemic

- Updated hyperlink to CDC guidelines for opioid prevention 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 the ADA store

Section 9.5 Overpayment

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

Appendix B.2 Benefit grid

- Added procedure codes D1999, D2921, D2941, D4322, D4323, D5227, D5228, D5299, D5923, D5925
- Updated Frequency limit to codes D0170, D0372, D0373, D0374
- Updated Age and Required documents to code D3330

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

Section 6.4 Preventive health guideline

- Deleted “Healthy People 2020 and”

Section 9.1.a Paper claims

- Updated ADA claim form requirement to 2006 version or later

Section 9.2.a Dental claim form required information

- Updated ADA claim form requirement to 2006 version or later

Appendix B.2 Benefit grid

- Updated Auth requirement to Yes for D4355
- Updated Auth requirement to No for D9230
- Deleted Required documentation for D9230

May 1, 2024 Updates summary

Section 1 Introduction

- Updated UHC on Air to Provider Online Academy

Section 2.7 Corrected claim process

- Deleted Section 2.7 Corrected claim process

Section 5.5 Utilization review

- Deleted Clinical Affairs Committee from first bullet

Section 6.3 Site visits

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

Section 9.9 Corrected claim submission guidelines

- Added Section 9.9 Corrected claim submission guidelines

Appendix B.2 Benefit grid

- Added new column for Other limits
- Added procedure code D0251, D0260, D0372, D0373, D0374, D0387, D0388, D0389, D0391, D0701, D0702, D0703, D0705, D0706, D0707, D0708, D0709, D1551, D1552, D1553, D1556, D1557, D1558, D2928, D7509, D8698, D8699, D8703, D8704, D9995, T1015
- Updated limits for D1110, D1120, D1206, D1208,
- Deleted procedure code D1550, D1555
- Added second line for D8670 with following details: Auth required: Yes; Required documentation: Yes for 25th unit or more, narrative of medical necessity and diagnostic quality photos



**Dental Benefit
Providers**