

Remote Active Duty Service Members

**TRICARE**

**Active Duty Dental Program**

Training

FOR THE AUDIO PORTION  
Please dial toll free: 888-276-8689  
Access Code: 3818079



## What is the ADDP?

- The ADDP provides authorized private sector dental benefits under **two distinct components for Active Duty Service Members (ADSMs)** who are either: **Referred from a military dental treatment facility (DTF) (DTF-referred)** or reside and work (duty location) greater than 50 miles from a military DTF as part of the **Remote Active Duty Dental Program (Remote ADDP)**
- United Concordia pays claims for authorized dental care. Treatment must be provided by a United Concordia network dentist in order to be eligible for payment, unless otherwise designated by United Concordia.

## Geographical Areas of Service

- Dental care under the ADDP will be available in the United States, U.S. Virgin Islands, Guam, Puerto Rico, American Samoa, and the Northern Mariana Islands.
- United Concordia offers an extensive dental provider network of more than 70,000 dentists.

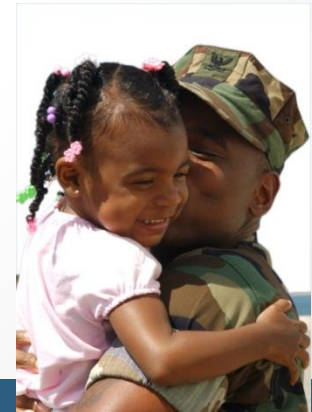


# Eligibility – Who is eligible?

- The ADDP is available to ADSMs of the Uniformed Services to include:
  - U.S. Air Force
  - U.S. Army
  - U.S. Navy
  - U.S. Marine Corps
  - U.S. Coast Guard
  - NOAA Corps
  - **National Guard and Reserve Component sponsors called or ordered to active duty for more than 30 consecutive days and “Early Activators” – Automatically Remote**
  - **Personnel in the Transition Assistance Management Program (TAMP) following activation for a contingency operation for more than 30 days – Automatically Remote**
  - Foreign military personnel stationed in the U.S.\*
  - **Line of Duty (LOD) service members\*\***
  - **Wounded Warriors**
- Foreign military personnel are eligible for private sector dental care under the ADDP if their country has a reciprocal agreement with the U.S. that authorizes dental care. Foreign military personnel must receive care from a DTF; there are no remote foreign military.
- **\*\* LOD documentation must be submitted to United Concordia prior to receipt of private sector dental care. Submission is NOT considered authorization. The Government will review the LOD paperwork and United Concordia will notify ADSMs of the determination.**

# Eligibility – Who is not eligible?

- **Personnel in the Transitional Assistance Management Program (TAMP)**
  - Note that personnel on TAMP following activation for a contingency operation for more than 30 days are eligible. Personnel on TAMP not related to a contingency operation remain ineligible for the ADDP.
- ADSMs of the Commissioned Corps of the Public Health Service (PHS)\*
- Family members of active duty uniformed services personnel
- Family members of National Guard and Reserve service members
- National Guard and Reserve service members who are not on active duty for more than 30 days
- Retired service members and their families
- Former spouses
- Parents and parents-in-law
- Disabled veterans



## ADSM Dental Readiness

- United Concordia will track **dental readiness classification** for all remote ADSMs who utilize the ADDP.
- Civilian dentists will report the dental readiness of the remote ADSM on each claim submitted.
- **Remind your dentist to include your Dental Readiness Classification on the claim form.**



## ADSM Benefits

- Benefits under the ADDP for remote service members will be provided as delineated in the [The Active Duty Dental Benefit](#) (Attachment J-2 of the ADDP contract). **The ADDP will only pay for covered dental benefits, non-covered dental benefits specifically authorized by the Government, and those dental benefits that require and have received authorization prior to receipt of dental care.** If you elect to receive non-covered services, you will be responsible for payment.



## Routine Care

- As a remote ADSM, you may personally coordinate your routine covered dental procedures (e.g. examinations, cleanings, fillings) as long as:
  - Dental treatment is less than \$750 per procedure or appointment or
  - The cumulative total is less than \$1,500 for treatment plans completed within a consecutive 12-month period

AND

  - The procedure must be a covered benefit as listed in The Active Duty Dental Benefit. (Available on the [ADDP website](#))

An Appointment Control Number (ACN) provided by United Concordia must be obtained prior to receipt of care for all courses of treatment, regardless of cost.



## Specialty Care

- As a remote ADSM, **you must receive authorization prior to receiving:**
  - **Specialty dental care (e.g., crowns, bridges, dentures, periodontal treatment)\***
  - **Dental care in excess of \$750** per procedure or appointment
  - Dental care with a cumulative total greater than \$1,500 for treatment plans completed within a consecutive 12-month period
  - **Dental care from a non-network dentist**
- For implant specialty services, you will also need a Command Memorandum from your unit signed by the unit commander or designated representative. This should be submitted by the civilian dentist as an attachment with the completed Authorization Request Form.
- **Orthodontics is not an approved service for Remote Active Duty Service Members.**

## Emergency Care

- Emergency dental care procedures under the ADDP for remote service members consist of the following:
  - Emergency dental care **does not require an authorization or Appointment Control Number (ACN).**
  - **Emergency dental care includes any treatment necessary to relieve pain, treat infection, or control bleeding. Root canal treatment may be needed to relieve pain and infection, and is considered emergency dental care.**
  - Crowns, bridges, and denture services are not considered emergency dental care and, therefore, are not covered. As such, ADSMs who elect to receive non-covered services as part of an episode of emergency dental care are responsible for payment of these services.
  - It is recommended that you use a United Concordia network dentist for emergency dental care. Although this is not required, any follow-up care with a non-network dentist will not be authorized and you will be responsible for payment.

## Claims

- United Concordia's network of over 70,000 dentists will submit ADDP claims to United Concordia for payment.
- **All** dental care received under the ADDP **must** be received from a United Concordia network dentist to be eligible for payment. Claims *will* be paid for those areas where there are no available network dentists as determined by United Concordia.



# Cancelled and Missed Appointments

- If you are unable to keep an appointment, you should attempt to cancel it with the civilian dentist at least 24 hours before your scheduled visit.
- Extenuating circumstances may occasionally prevent you from canceling within 24 hours of your appointment. If this occurs, call United Concordia to reschedule. You can submit an appeal to United Concordia if you receive a bill for a missed appointment. The Appeal should include a detailed explanation as to why the appointment was missed.

## Appeals

- You are required to have an Appointment Control Number prior to accessing private sector dental care. If you do not receive one prior to receipt of care, your claim may be denied.
- There are three levels of appeal for the ADDP. You may appeal a claim denial by completing the [online appeal form](#). The form must be completed in its entirety. The required information can be found on your dental explanation of benefits (DEOB). If you do not have your DEOB, you can contact United Concordia at 1-866-984-ADDP (1-866-984-2337) to check your claim status and receive this information. Beginning July 11, you can simply input your SSN and date of birth and, if you have a recent claim, the system will automatically return your claim information.
- **You can also submit an appeal in writing to United Concordia.**
- You may authorize the civilian provider to file an appeal on your behalf by completing the Authorization to Appeal Form available on the ADDP website.

## Grievances

- United Concordia has well established Grievance and Appeal programs to ensure patient satisfaction and address quality concerns. If you have a quality concern regarding procedures that have been received from a United Concordia network dentist, please address them in the following manner:
  - You should address the first incident regarding clinical quality with the treating dentist to provide an opportunity to rectify the concern. If preferred, you can request that United Concordia contact the treating dentist for corrective action.
  - If the treating dentist does not correct the issue after the initial request, you should contact United Concordia to address your concerns.
- To file a grievance, complete the online Grievance Form on the ADDP website. You may also print this form and mail or fax it to United Concordia.



# Civilian Providers

## *Network Providers*

- The ADDP requires you to utilize a network provider unless otherwise designated by United Concordia.
- United Concordia has created the ADDP Dental Network to support the ADDP contract. This dedicated network will only support ADDP members.
- Additionally, **in some areas the ADDP network consists of a subset of STAR providers. These STAR providers are those who historically have treated the majority of service members in their area.**



# Civilian Providers

## Network Providers

- **STAR providers** were selected based on their consistent track record of treating a substantial number of active duty service members without grievances or utilization review concerns.
- **If available in your area, STAR providers will:**
  - Provide amalgam restorations to active duty service members (*if they perform restorative services*)
  - Provide appointment reminders to all active duty service members
  - Provide timely access to care to ensure readiness
  - Maintain no verified grievances or utilization management issues

# Civilian Providers

## *Provider Requirements*

- Network providers will not collect payment from you for covered procedures or bill you for any authorized and/or covered dental care.
- **If you elect to receive a non-covered dental procedure from a network provider, you must be informed by the provider, in advance of receiving the treatment, that the procedure is excluded from coverage and you must agree to pay for the treatment.**
- United Concordia will receive your dental readiness classification information from providers. You will not be charged for these services.
- Network dentists will provide a copy of rendered treatment to you upon request.

## Civilian Providers (continued)

- Non-network Providers
  - If you are approved for care from a non-network provider who demands payment up front, you should contact United Concordia who will arrange reimbursement to the provider.
  - If you have paid a non-network provider in an emergency situation, United Concordia will reimburse you directly.

# Make an Appointment

## Routine Dental Care:

- As a remote ADSM, you may personally coordinate your routine covered dental procedures (e.g. **examinations, cleanings, fillings**) **as long as the dental treatment is less than \$750 per procedure or appointment or the cumulative total is less than \$1,500 for treatment plans completed within a consecutive 12-month period.**
- To coordinate routine dental care, you **must get an Appointment Control Number (ACN)** from United Concordia. You can receive an instant ACN in one of two ways:
  - **Online at [addp-ucci.com](http://addp-ucci.com)**
  - **Or by phone at 1-866-984-ADDP (1-866-984-2337) and utilize our new Interactive Voice Response (IVR) system.**
- If you prefer to have United Concordia make an appointment for you, call a dental care finder at 1-866-984-ADDP (1-866-984-2337).

## Make an Appointment (cont.)

- If you have difficulty getting an appointment within 21 days of request contact United Concordia at 1-866-984-ADDP (2337).
- You can choose to wait more than 21 days for a specific provider and waive your right to an appointment within 21 days.
- Making an appointment will be covered in greater detail later in the presentation.



## Make an Appointment (cont.)

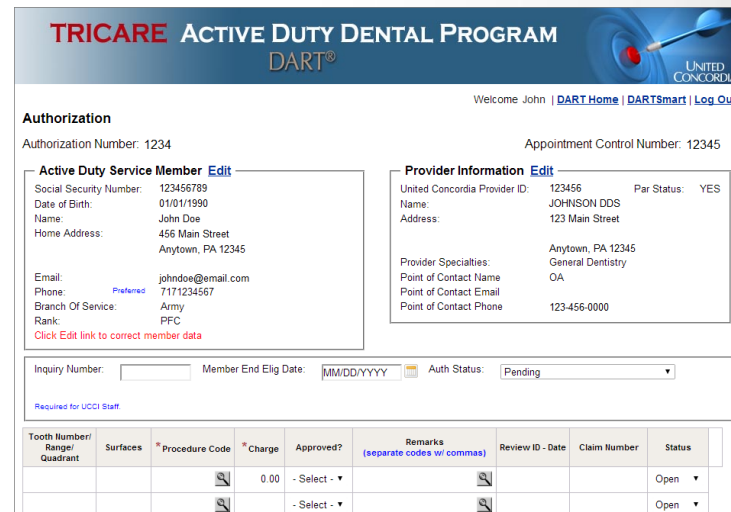
Specialty and Other Private Sector Dental Care:

**You must receive authorization prior to receipt of dental care for:**

- Specialty care (e.g. **crowns, bridges, dentures, periodontal treatment**)
- Dental care in excess of \$750 per procedure or appointment
- Dental care with a cumulative total greater than \$1,500 for treatment plans
- Seeing a non-network dentist

## Make an Appointment (cont.)

- As noted, you must receive an ACN for your initial dental visit/exam. If you need non-routine care mentioned on the previous slide, you must receive an authorization.
- To receive authorization, have your civilian dentist complete an Authorization Request Form.
- This form must indicate the procedures desired in order to initiate the authorization request.
- This form is available on the ADDP website in the Civilian Dentists portal for electronic completion and submission by the dentist.
- Upon authorization approval, you and the civilian dentist will be notified and an appointment can be scheduled to initiate care.
- The determination of the authorization request can take from three to five business days.
- Authorizations and attachments can be submitted online through DART+.



**TRICARE ACTIVE DUTY DENTAL PROGRAM**  
DART®

Welcome John | [DART Home](#) | [DARTsmart](#) | [Log Out](#)

**Authorization**  
Authorization Number: 1234 Appointment Control Number: 12345

**Active Duty Service Member** [Edit](#)

Social Security Number: 123456789  
 Date of Birth: 01/01/1990  
 Name: John Doe  
 Home Address: 456 Main Street  
 Anytown, PA 12345

Email: johndoe@email.com  
 Phone: 717 1234567  
 Branch Of Service: Army  
 Rank: PFC  
[Click Edit link to correct member data](#)

**Provider Information** [Edit](#)

United Concordia Provider ID: 123456 Par Status: YES  
 Name: JOHNSON DDS  
 Address: 123 Main Street  
 Anytown, PA 12345  
 Provider Specialties: General Dentistry  
 Point of Contact Name: OA  
 Point of Contact Email:  
 Point of Contact Phone: 123-456-0000

Inquiry Number: Member End Elig Date: MM/DD/YYYY Auth Status: Pending

Required for UCCI Staff.

Tooth Number/ Range/ Quadrant	Surfaces	* Procedure Code	* Charge	Approved?	Remarks <small>(separate codes w/ commas)</small>	Review ID - Date	Claim Number	Status
			0.00	- Select -				Open
				- Select -				Open

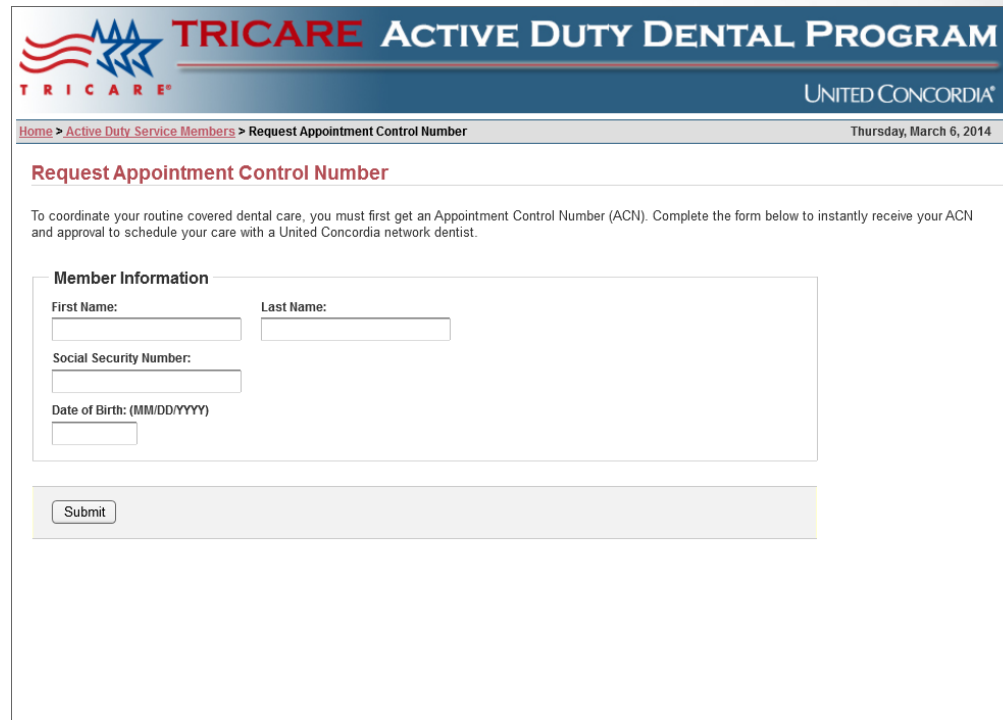
## Get an ACN Online for Routine Care

- You can access the **ACN Form** through the ADDP website ([www.addp-ucci.com](http://www.addp-ucci.com)) by clicking on the **Active Duty Service Members** portal.




## Get an ACN Online for Routine Care (cont.)

- You can get an ACN online by completing the ACN request form.
- Simply input your SSN and date of birth and United Concordia's system will check your eligibility in real-time and provide an ACN.
- After receiving the ACN, you can schedule your appointment with a network dentist.



The screenshot shows the TRICARE Active Duty Dental Program website. The header includes the TRICARE logo and the text 'TRICARE ACTIVE DUTY DENTAL PROGRAM' and 'UNITED CONCORDIA®'. The breadcrumb trail is 'Home > Active Duty Service Members > Request Appointment Control Number'. The date 'Thursday, March 6, 2014' is displayed in the top right. The main heading is 'Request Appointment Control Number'. Below this, a paragraph states: 'To coordinate your routine covered dental care, you must first get an Appointment Control Number (ACN). Complete the form below to instantly receive your ACN and approval to schedule your care with a United Concordia network dentist.' The form is titled 'Member Information' and contains the following fields: 'First Name:' with a text input box, 'Last Name:' with a text input box, 'Social Security Number:' with a text input box, and 'Date of Birth: (MM/DD/YYYY)' with a text input box. A 'Submit' button is located at the bottom of the form.

If you request an ACN online, you will receive an ACN confirmation page that you can print for your records.



## TRICARE ACTIVE DUTY DENTAL PROGRAM

UNITED CONCORDIA®

[Home](#) > [Active Duty Service Members](#) > Appointment Control Number Confirmation

Thursday, March 6, 2014

### Appointment Control Number Confirmation

Member Name: John Doe

Below is your Appointment Control Number (ACN) from United Concordia.

You must give this number to your United Concordia dentist. If you need assistance locating a dentist near you, please use our [Find a Dentist](#) tool to search for United Concordia network dentists near your home or work.

Appointment Control Number (ACN)

**12345**

If you need immediate assistance, please call us at 1-866-984-2337 (1-866-984-ADDP) Monday through Friday, 8 a.m. to 8 p.m. ET, and Saturday 8 a.m. to 5 p.m. ET.

**PLEASE PRINT THIS PAGE FOR YOUR RECORDS.**

Service members must be eligible for the ADDP at the time dental care is provided. Claims received for service members who are not eligible for the ADDP will be denied, and the service member will be responsible for all charges related to that care.


## Get an ACN by Phone for Routine Care

- You can use United Concordia's interactive voice response (IVR) system to obtain an ACN by phone beginning July 11, 2014.
- Simply call United Concordia at 1-866-984-ADDP (1-866-984-2337) and say "appointment" when prompted for a reason for your call.
- Input your member ID (SSN) and date of birth. The system will instantly check your eligibility and provide an ACN.



## Choose a Network Dentist

- Use the **Find a Dentist application on the ADDP website** to search for dentists in your area. The results will include all ADDP providers based on the search criteria entered.
- STAR providers** will appear at the top of the search results (if there are any in your area) and will be designated with a gold star and a “yes” in the STAR provider column.
- An amalgam column has been added to the Find a Dentist screen to allow you to locate dentists who perform amalgams (silver fillings).
- You can also search by specialty.



**TRICARE ACTIVE DUTY DENTAL PROGRAM**  
UNITED CONCORDIA®

[Start a New Search](#) [Create a Directory from this List](#) [en Español](#)

### Dentist Search Results

Showing Dentists Near 12345

Your search returned 145 results.

**STAR Providers** ★  
STAR Providers belong to a subset of the ADDP Dental network and adhere to Military guidelines and additional criteria.  
☐ Showcase STAR Providers

[Compare](#) [Clear](#) << Previous 1 2 3 4 Next >>

Up to 4	Name	STAR Provider	Amalgams (Silver Fillings)	Languages	Specialty	Accepting New Patients	Distance
<input type="checkbox"/>	<a href="#">ABC Family Dentistry</a> 123 Main Street Anytown, PA 12345 (717) 123-4567	Yes ★	<a href="#">Yes</a>	English	<a href="#">General Dentistry</a>	Yes	<a href="#">1.1</a>
<input type="checkbox"/>	<a href="#">DEF Family Dentistry</a> 456 Main Street Anytown, PA 12345 (717) 123-4568	Yes ★	<a href="#">Yes</a>	English	<a href="#">Oral and Maxillofacial Surgery</a>	Yes	<a href="#">1.3</a>
<input type="checkbox"/>	<a href="#">GHI Family Dentistry</a> 10000 Main Street Anytown, PA 12345 (717) 123-4569	Yes ★	<a href="#">Yes</a>	English	<a href="#">General Dentistry</a>	Yes	<a href="#">2.7</a>
<input type="checkbox"/>	<a href="#">JKL Family Dentistry</a> 10001 Main Street Anytown, PA 12345 (717) 123-4570	Yes ★	<a href="#">Yes</a>	English, Spanish	<a href="#">General Dentistry</a>	Yes	<a href="#">2.8</a>
<input type="checkbox"/>	<a href="#">MNO Family Dentistry</a> 1 Main Street Anytown, PA 12345 (717) 123-4571	No	<a href="#">Yes</a>	English	<a href="#">General Dentistry</a>	Yes	<a href="#">1.0</a>
<input type="checkbox"/>	<a href="#">Family Dentistry A</a> 101 Main Street Anytown, PA 12345 (717) 123-4572	No	No	English	<a href="#">Oral and Maxillofacial Surgery</a>	Yes	<a href="#">1.1</a>

## Important Claims Information

The Defense Health Agency (DHA) requires all active duty service members (ADSMs) who use the ADDP be assigned a Dental Readiness Classification Code after receiving private sector dental care. To comply with this requirement, all claims submitted without a Dental Readiness Code for remote ADSMs will be denied and will require resubmission.

**To avoid claim denials, remind your dentist to submit your dental readiness code on the claim form.**

## United Concordia Contact Information

ADDP website: [www.addp-ucci.com](http://www.addp-ucci.com)

Dental Care Finders/Customer Service

1-866-984-ADDP (2337)

8 a.m. to 8 p.m. (ET) Monday through Friday

8 a.m. to 5 p.m. (ET) Saturday

[addpdcf@ucci.com](mailto:addpdcf@ucci.com)

***Beginning July 11, 2014, you can schedule a callback through the contact page on the website***

Inquiries

United Concordia Companies, Inc.

ADDP Unit

P.O. Box 69430

Harrisburg, PA 17106-9430

Authorizations

United Concordia Companies, Inc.

Authorizations

PO Box 69431

Harrisburg, PA 17106

Claims

United Concordia Companies, Inc.

ADDP Claims

P.O. Box 69429

Harrisburg, PA 17106-9429

Appeals

United Concordia Companies, Inc.

ADDP Unit – Appeals

P.O. Box 69430

Harrisburg, PA 17106-9430

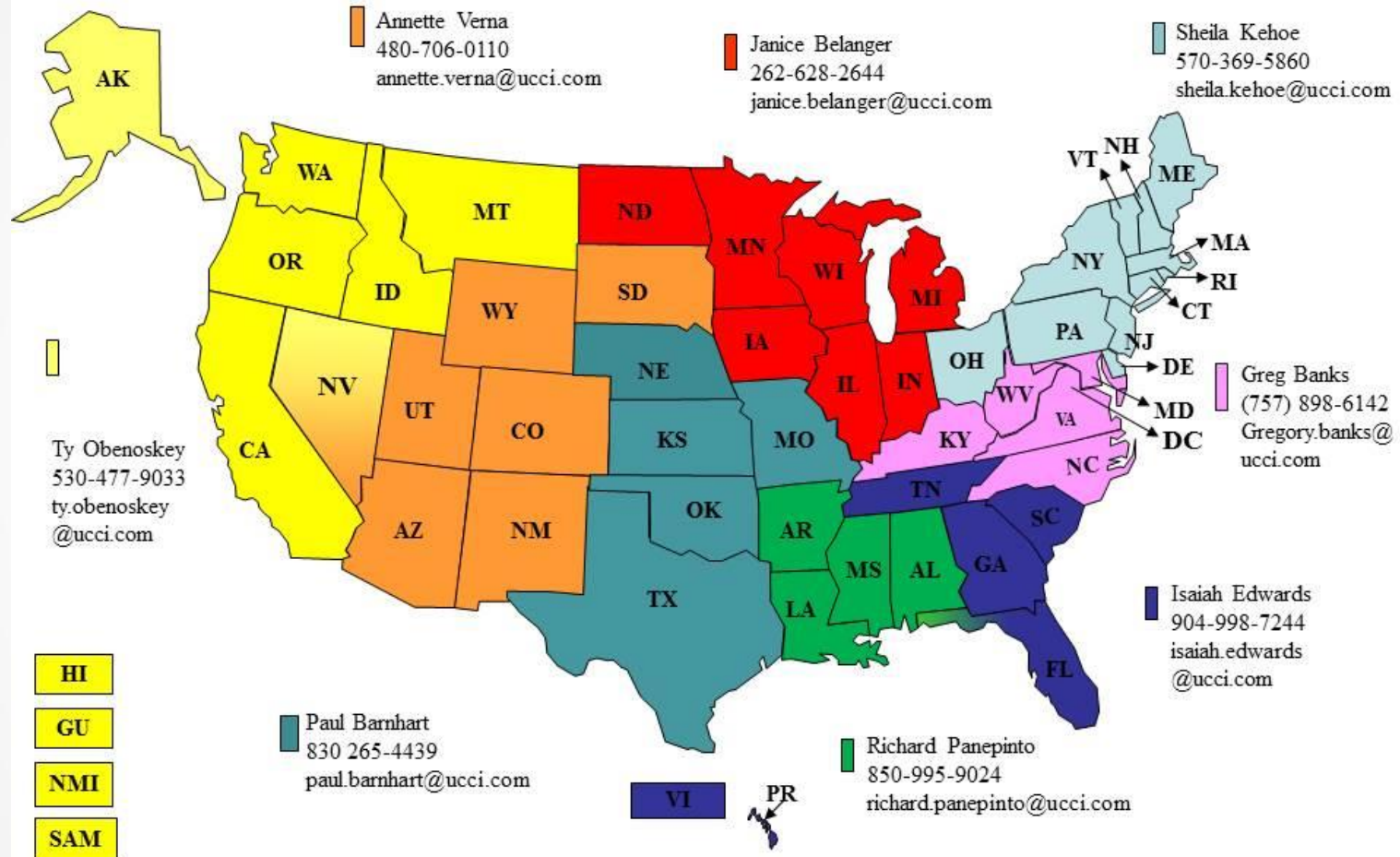
Grievances

United Concordia Companies, Inc.

ADDP Unit – Grievances

P.O. Box 69430

Harrisburg, PA 17106-9430



## United Concordia Dental Benefits Advisors