

Remote Active Duty Service Members

**TRICARE**

**Active Duty Dental Program (ADDP)**

Training



## 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 live 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.

## Service areas

- 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.



## 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. Space Force, 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” in support of a contingency operation or a preplanned mission
  - Personnel in the Transition Assistance Management Program (TAMP) following activation for a contingency operation for more than 30 days
  - National Guard members moved from federal orders to state orders when performing state disaster response duty
  - Foreign military personnel stationed in the U.S.\*
  - Line of Duty (LOD) service members\*\*
  - Wounded Warriors

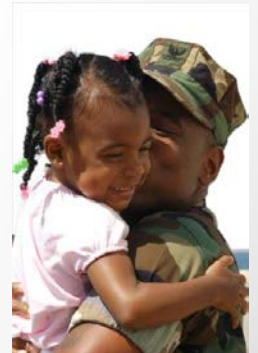
\*Foreign military personnel are eligible for private sector dental care under the ADDP if their country has a reciprocal agreement with the U.S. that authorizes dental care. Foreign military personnel must receive care from a DTF; there are no remote foreign military.

\*\*[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.

## Who is not eligible?

- ADSMs of the Commissioned Corps of the Public Health Service (PHS)\*
- **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.
- 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
- National Guard members on state orders for anything other than state disaster response duty are not eligible for ADDP, but may enroll in TDP.
- Retired service members and their families
- Former spouses
- Parents and parents-in-law
- Disabled veterans

*\*PHS dental care is covered by the Service*



## ADSM benefits

- [Benefits under the ADDP for remote service members are detailed 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 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**.
- Orthodontic services are not an approved benefit for remote ADSMs.



## Emergency care

[Emergency dental care](#) does not require an authorization or Appointment Control Number (ACN). Emergency dental care procedures under the ADDP for remote service members consist of the following:

- Any treatment necessary to relieve pain, treat infection, or control bleeding. Root canal treatment might 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 are therefore **not** covered as an emergency episode of care. If you choose to receive non-covered services under this circumstance you are responsible for payment of these services.
- It is recommended that you use a United Concordia network dentist for emergency dental care. Although using a network dentist for your initial emergency dental visit is not required, any follow-up care with a non-network dentist will not be authorized and you will be responsible for payment.

# Cancelled and missed appointments

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

## ADSM Dental Readiness

- United Concordia will track dental readiness classification for all remote ADSMs **who use 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 (DRC)\* on the claim form.
- All Active Duty and Reserve members are required to receive an annual dental examination to document DRC. The [DD Form 2813](#)\* should be completed by civilian provider (or DTF) to document DRC.

*\*The Internet Explorer browser is required to download this form*

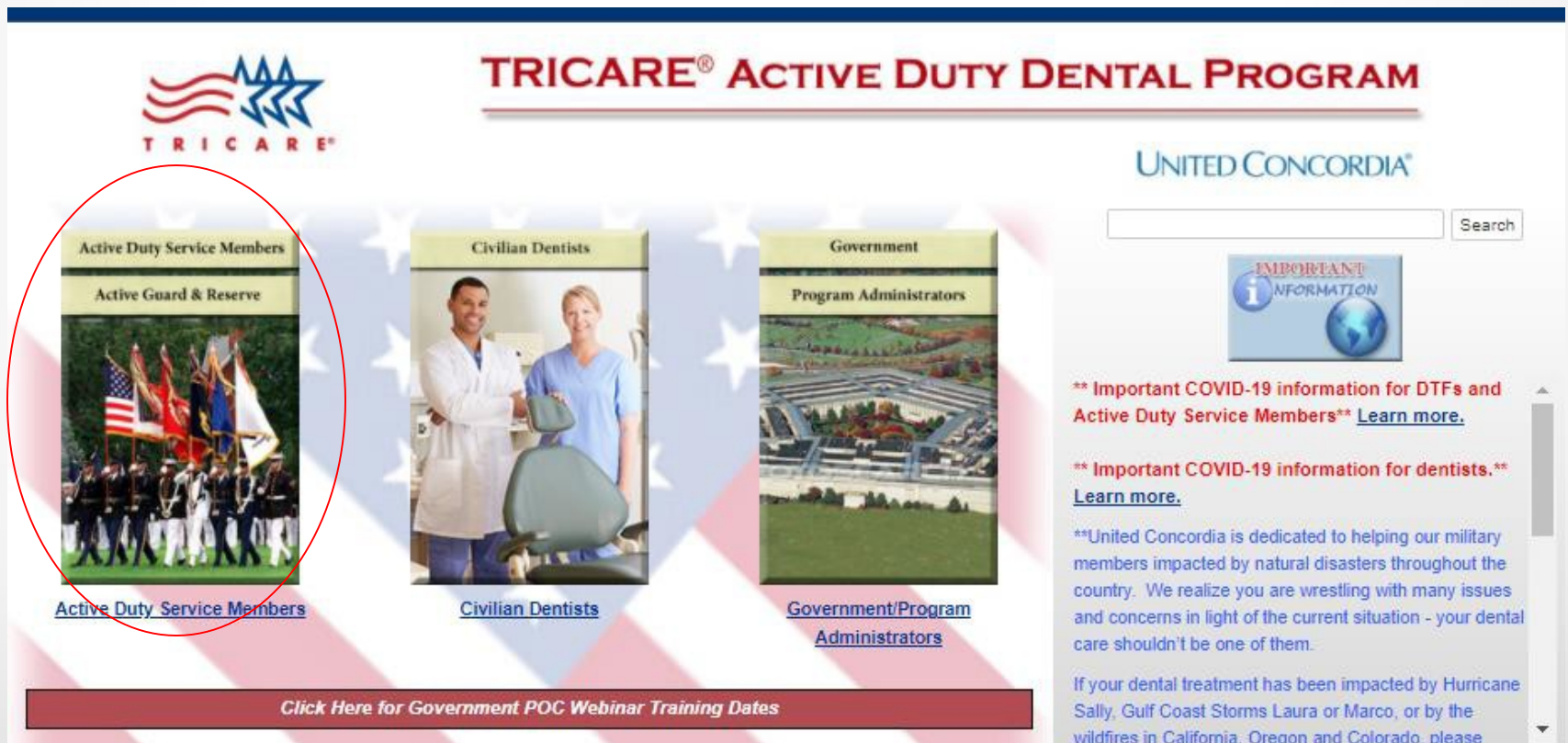
## Getting Started – Routine Dental Care

- As noted previously, as a remote ADSM, you may personally coordinate your **routine** covered dental procedures (e.g., examinations, cleanings, fillings) with a United Concordia network dentist 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. \*
- The first step to getting routine dental care is for you to receive an Appointment Control Number (ACN) from United Concordia. This is required prior to any receipt of routine care. You can receive an **instant** ACN:
  - Online at [www.addp-ucci.com](http://www.addp-ucci.com)
  - Or by phone at 1-866-984-ADDP (1-866-984-2337) and use our 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).

*\*We realize you may not know the cost of an initial appointment with your United Concordia network dentist. Initial appointments (exam and routine cleaning) will not exceed any of the dollar amounts noted.*

## 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.



**TRICARE® ACTIVE DUTY DENTAL PROGRAM**

UNITED CONCORDIA®

Search

**Active Duty Service Members**  
Active Guard & Reserve

**Civilian Dentists**

**Government**  
Program Administrators

**Active Duty Service Members**

**Civilian Dentists**

**Government/Program Administrators**

**IMPORTANT INFORMATION**

**\*\* Important COVID-19 information for DTFs and Active Duty Service Members\*\*** [Learn more.](#)

**\*\* Important COVID-19 information for dentists.\*\*** [Learn more.](#)

**\*\*United Concordia is dedicated to helping our military members impacted by natural disasters throughout the country. We realize you are wrestling with many issues and concerns in light of the current situation - your dental care shouldn't be one of them.**

If your dental treatment has been impacted by Hurricane Sally, Gulf Coast Storms Laura or Marco, or by the wildfires in California, Oregon and Colorado, please


[Click Here for Government POC Webinar Training Dates](#)

## Get an ACN **online** for routine care (cont.)

- You can get an ACN online by completing the ACN request form.
- Input your SSN or Benefits Number (located on the back of your ID card) and date of birth, and United Concordia's system will check your eligibility in real-time and provide an ACN.

### TRICARE® ACTIVE DUTY DENTAL PROGRAM

### DART®+



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Request Appointment Control Number
Monday, February 1, 2021

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**Request Appointment Control Number**

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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.

*Fields with asterisks (\*) are required.*

**Member Information**

**\*First Name:**

**\*Last Name:**

**\*ID Number**

**Social Security Number:**

- OR -

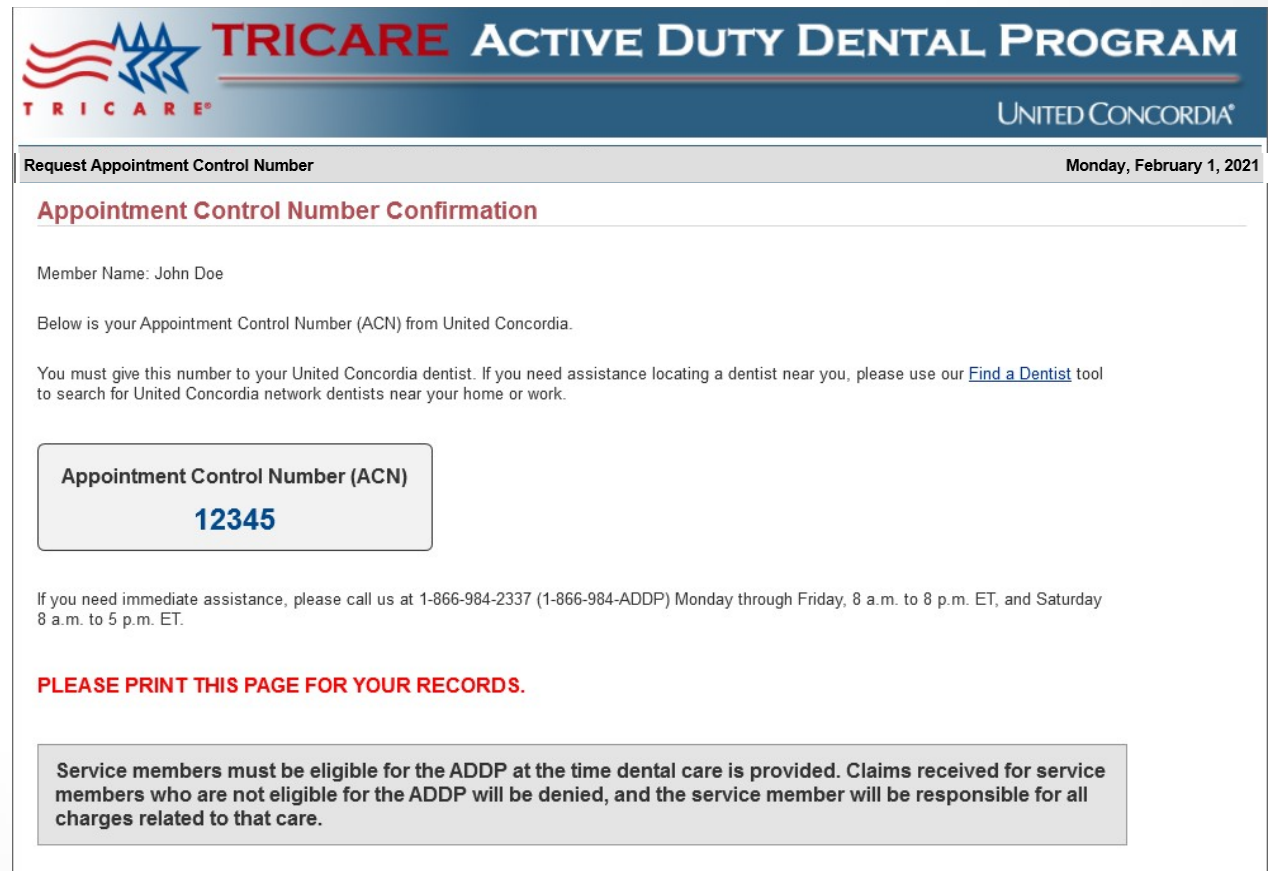
**Benefits Number:** [?](#)

**\*Date of Birth:**

## Get an ACN online for routine care (cont.)

- An ACN confirmation page will display so you can print for your records.
- After receiving the ACN, you can schedule your appointment with a network dentist.

### Confirmation Page



The screenshot shows the TRICARE Active Duty Dental Program website interface. At the top, there is a header with the TRICARE logo and the text "TRICARE ACTIVE DUTY DENTAL PROGRAM" and "UNITED CONCORDIA®". Below the header, there is a navigation bar with "Request Appointment Control Number" on the left and "Monday, February 1, 2021" on the right. The main content area is titled "Appointment Control Number Confirmation". It displays the member name "John Doe" and provides instructions on how to use the ACN. A box highlights the ACN number "12345". At the bottom, there is a note about printing the page for records and a disclaimer about eligibility for the ADDP.

Request Appointment Control Number Monday, February 1, 2021

### 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.
  - 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 SSN or Benefits Number and date of birth. The system will instantly check your eligibility and provide an ACN.



## Appointment Information

- 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.



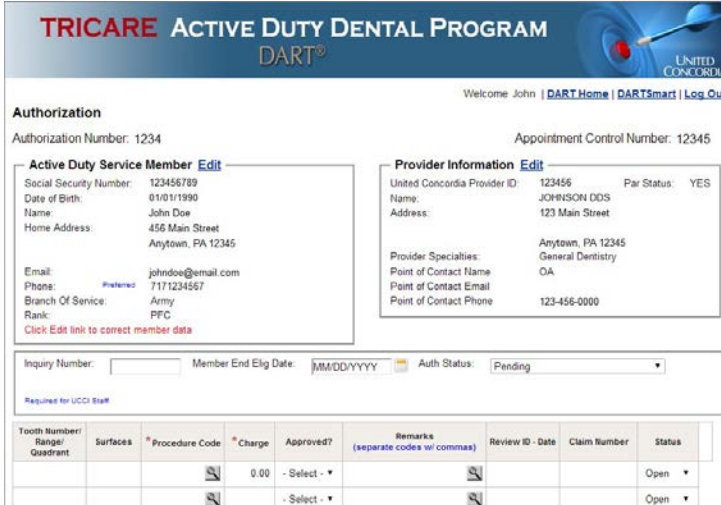
## Getting Started – Specialty and Other Dental Care

As noted earlier in the presentation, remote ADSMs 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

## Specialty and Other Dental Care (cont.)

- 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 to three to five business days.
- Authorizations and attachments can be submitted by your dentist online through DART+.



**TRICARE ACTIVE DUTY DENTAL PROGRAM**  
DART<sup>®</sup>

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 (separate codes w/ commas)	Review ID - Date	Claim Number	Status
			0.00	- Select -				Open
				- Select -				Open

# Appeals

- As noted in this presentation, 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.
- 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. 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.

# Civilian providers

## *Network Providers*

- The ADDP requires you to use a United Concordia network provider
- United Concordia has created the ADDP Dental Network to support the ADDP contract. This dedicated network will only support ADDP members
- Additionally, the ADDP network consists of a subset of *STAR* providers who have shown dedication to ADSMs



## Civilian providers (cont.)

### *Network Providers*

- **STAR** providers are selected based on their consistent track record of treating a substantial number of ADSMs without validated grievances\* and must meet other program administrative criteria (e.g., DRC training, submit claims electronically so that DRC is available quickly)
- If available in your area, **STAR** providers will:
  - Provide amalgam restorations to ADSMs (*if they perform restorative services*)
  - Provide appointment reminders to all ADSMs
  - Provide timely access to care to ensure readiness
  - Maintain no verified grievances

*\*Grievances will be explained in detail later in this presentation*

## Civilian providers (cont.)

### *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 (DRC) 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 (cont.)

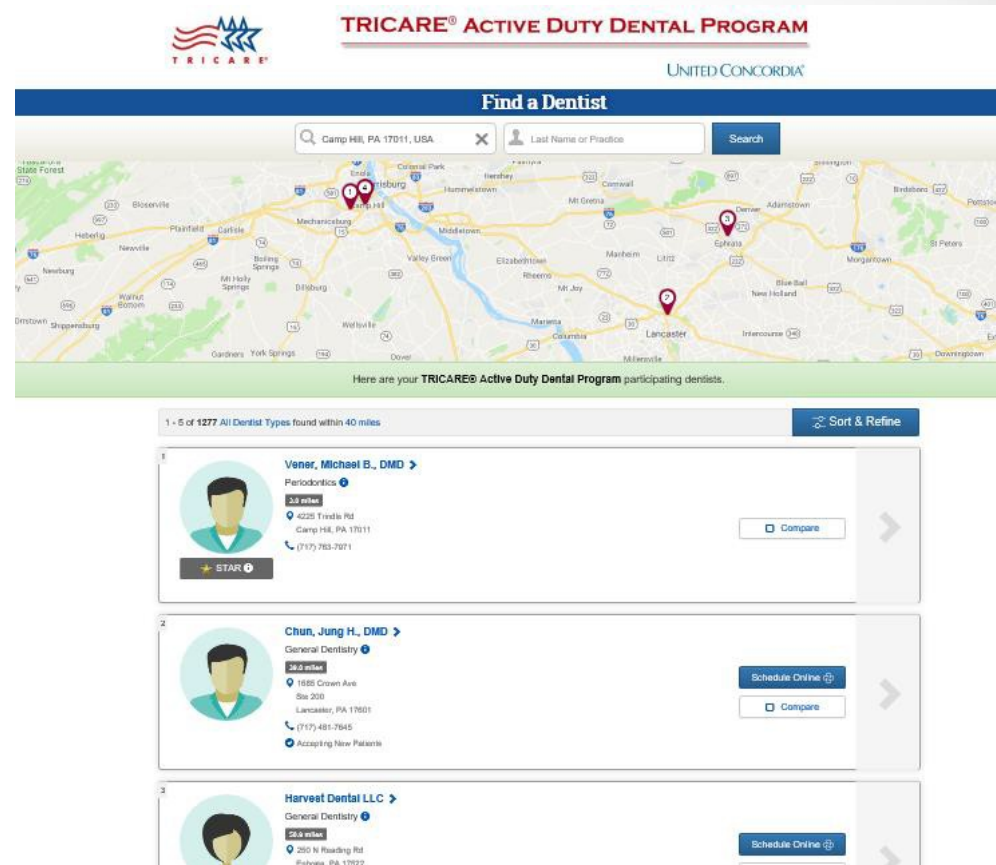
### *Non-network providers*

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




## Choose a network dentist

- Use the **Find a Dentist (FAD)** application to search for dentists in your area.
- **STAR** providers will appear at the top of the search results and be designated with a gold star and a “yes” in the **STAR** provider column.
- An **amalgam column** is available on the FAD screen to help you locate dentists who perform amalgams (silver fillings).
- You can also search **by specialty**.
- Some dentists allow members to schedule an appointment online through Find a Dentist.




1 - 5 of 1277 All Dentist Types found within 40 miles Sort & Refine

- 

**Vener, Michael B., DMD** Periodontics

**3.3 miles**


4225 Treedia Rd  
Camp Hill, PA 17011  
(717) 763-7971

**STAR** Compare
- 

**Chun, Jung H., DMD** General Dentistry

**28.2 miles**

1855 Crown Ave  
Ste 200  
Lancaster, PA 17601  
(717) 481-7845  
Accepting New Patients

Schedule Online Compare
- 

**Harvest Dental LLC** General Dentistry

**28.8 miles**

250 N Reading Rd  
Ephrata, PA 17522

Schedule Online

## 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:
  - 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, contact United Concordia to address your concerns.
- To file a grievance, complete the online [Grievance Form](#) on the ADDP website. You also can print this form and mail or fax it to United Concordia.

## 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 (DRC) after receiving private sector dental care. To comply with this requirement, all claims submitted without a DRC 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)

### **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

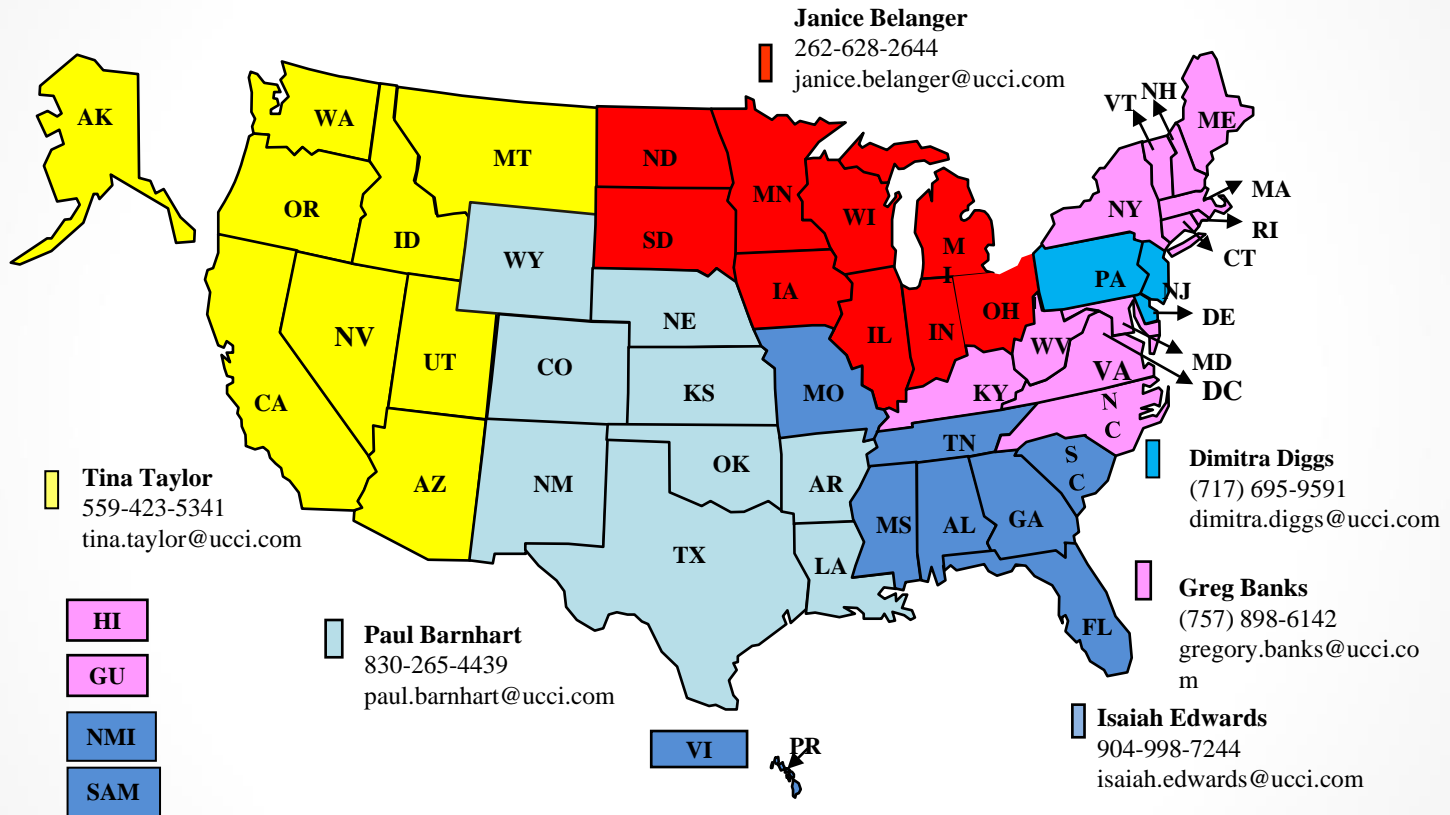
### **Grievances**

United Concordia Companies, Inc.  
ADDP Unit – Grievances  
P.O. Box 69430  
Harrisburg, PA 17106-9430



# TRICARE ACTIVE DUTY DENTAL PROGRAM

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## United Concordia Government Relations Liaisons

# Questions

If you have questions, ask your **Government Relations Liaison**

10/1/2021