

TRICARE® Active Duty Dental Program



*For Active Duty Service Members
in Remote Areas*





An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. Dental treatment facility guidelines and policies may be different than those outlined in this publication. For the most recent information, contact the ADDP contractor or your local dental treatment facility.

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The TRICARE Active Duty Dental Program—The Care You Need, When You Need It

United Concordia Companies, Inc. (United Concordia) administers the Active Duty Dental Program (ADDP) for the Department of Defense. The ADDP provides private sector dental care to ensure dental health and deployment readiness for active duty service members (ADSMs). ADDP benefits are available to ADSMs who are either referred for care by a military dental treatment facility (DTF) to the civilian dental community **or** have a duty location and residence more than 50 miles from a DTF. This brochure is for ADSMs in remote service areas under the ADDP.

Geographical Areas of Service

United Concordia offers an extensive dental network to provide access to care in the United States and its territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*).

Eligibility

Who Is Eligible?

The ADDP is available to ADSMs of the uniformed services, including the Army, Marine Corps, Navy, Air Force, Coast Guard, and National Oceanic and Atmospheric Administration (NOAA). National Guard and Reserve members are eligible only if they are on active duty for more than 30 consecutive days. Personnel with delayed-effective-date active duty orders (*early activators*) and personnel in the Transitional Assistance Management Program (TAMP) following activation for a contingency operation for more than 30 days are also eligible.

Verifying Eligibility

United Concordia will verify eligibility for the ADDP in the Defense Enrollment Eligibility Reporting System (DEERS). Please ensure your personal information is updated in DEERS. If eligibility cannot be confirmed, ADDP dental care will be denied.

Who Is Not Eligible?

United Concordia will verify your eligibility in DEERS. The following individuals are **not** eligible for the ADDP:

- Personnel in the Transitional Assistance Management Program (TAMP), not related to a contingency operation
- Family members of active duty uniformed services personnel
- Family members of National Guard and Reserve service members

- ADSMs of the Commissioned Corps of the Public Health Service (PHS)*
- 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

* *PHS covers dental care for members.*

You may verify or update your DEERS information in one of the following ways:

- Visit www.dmdc.osd.mil/appj/address/. This is the quick and easy way to update your information (*address and contact information only*).
- Visit a local personnel office that has a uniformed services identification card facility or a Real-Time Automated Personnel Identification System (RAPIDS) office. To locate the nearest RAPIDS office, visit www.dmdc.osd.mil/rsl. Call ahead for hours of operation and instructions.
- Fax address and contact information changes to the Defense Manpower Data Center Support Office at 1-831-655-8317.
- Call the Defense Manpower Data Center Support Office at 1-800-538-9552 or 1-866-363-2883 (*TTY/TDD*). Hours of operation: Monday–Friday, 6:00 a.m. to 3:30 p.m. PT, except federal holidays.
- Mail address and contact information changes to:

Defense Manpower Data Center
Support Office
400 Gigling Road
Seaside, CA 93955-6771

Accessing Private Sector Dental Care

You must use a United Concordia network dentist to receive ADDP-covered dental care.* If a network dentist is not available in your area, call United Concordia at 1-866-984-ADDP (1-866-984-2337) to verify lack of network availability and receive permission to use a non-network dentist. If you use a non-network dentist without prior approval, you will be responsible for payment.

Network dentists will submit claims on your behalf, and you will have no out-of-pocket expenses. You should not be billed for covered services, except possibly for emergency care received from a non-network dentist. Contact United Concordia before making any payments for covered services.

** For a listing of covered benefits, visit the ADDP Web site at www.addp-ucci.com. Not all dental procedures are covered under the ADDP. If you elect to receive non-covered services, you will be responsible for payment.*

Routine Dental Care

You may personally coordinate care for routine covered dental services (*e.g., examinations, cleanings, fillings*) as long as the treatment is less than \$750 per procedure or appointment or the combined total is less than \$1,500 for treatment plans completed within a consecutive 12-month period. To coordinate routine dental care, you must obtain an **Appointment Control Number (ACN)** from United Concordia by completing an *Appointment Request Form*. The ACN **must** be obtained prior to receipt of all private sector dental care. This includes initial, annual, and continuation of dental care received on or after August 1, 2009. To access

the *Appointment Request Form*, logon to www.addp-ucci.com and click on the “Active Duty Service Members” link. If you do not have Internet access, call United Concordia at 1-866-984-ADDP (1-866-984-2337).

There are two appointment scheduling options:

- **Make your own appointment.** On the *Appointment Request Form*, select “ADSM” in the “Who will be responsible for scheduling the appointment?” field. Request a specific network dentist by adding the dentist’s contact information in the “Do you have a provider preference?” field. United Concordia will then provide you with your ACN and a dentist listing (*including any that you requested*) within two business days of the request. You can also call United Concordia at 1-866-984-ADDP (1-866-984-2337) for this information.[†]
- **Have a United Concordia Dental Care Finder make the appointment for you.** On the *Appointment Request Form*, select “United Concordia” in the “Who will be responsible for scheduling the appointment?” field. You can request a network dentist that is familiar to you by adding the dentist’s contact information in the “Do you have a provider preference?” field on the form. United Concordia will then coordinate the appointment with you and a network dentist within two business days of the request. If you need to make an appointment immediately, call United Concordia at 1-866-984-ADDP (1-866-984-2337) upon form submission.

[†] *If you have already scheduled your appointments for routine procedures, you can include your appointment dates and times in the “Notes” field. You can also contact United Concordia with the dentist’s name, dates, and times of your appointments, so your records may be updated. You can do so by e-mailing United Concordia at*

*addpdf@ucci.com or calling 1-866-984-ADDP
(1-866-984-2337).*

It is important to remember that you must wait until you receive the ACN from United Concordia before you attend your dental appointment.

If you have difficulty getting an appointment within 21 days of your request, call United Concordia.

Specialty and Other Dental Care

You **must** receive prior authorization for the following services:

- 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

To receive authorization, your civilian dentist must complete an *Authorization Request Form* indicating the desired services. The dentist can download the form by clicking on the “Civilian Dentists” link on the ADDP Web site and mail it, along with any relevant diagnostic materials and information, in a single package to:

United Concordia Companies, Inc.
ADDP Authorization Requests
P.O. Box 69431
Harrisburg, PA 17106-9431

Note: For implant and orthodontic services, you will also need a **Command Memorandum** from your unit signed by the unit commander or designated representative. The civilian dentist should submit this as an attachment with the completed *Authorization Request Form*. Upon authorization approval, the ADSM and civilian

dentist will be notified and an appointment can be scheduled to begin care. The determination of the authorization request can take five to seven business days.

Emergency Dental Care

Emergency dental care procedures are as follows:

- Emergency dental care does not require an authorization or 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 can be considered emergency dental care.
- Crowns, bridges, and denture services are not considered emergency dental care and, therefore, are not covered. ADSMs who elect to receive non-covered services as part of an episode of emergency dental care are responsible for payment of those 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.

Cancellations and Missed Appointments

If you are unable to keep an appointment, you should cancel it with the civilian dentist at least 24 hours before your scheduled visit. To cancel or reschedule an appointment, notify United Concordia at addpdcf@ucci.com or 1-866-984-ADDP (1-866-984-2337).

Extenuating circumstances may occasionally prevent you from canceling within 24 hours of your appointment. If this occurs, call United Concordia to reschedule. If you choose to

personally reschedule the appointment, you must inform United Concordia of the new date and time.

If you receive a bill for a missed appointment, you can submit an appeal to United Concordia for payment consideration. The appeal should include a detailed explanation as to why the appointment was missed and must be submitted in writing. Send the appeal to United Concordia at the address listed in the “Appeals” section of this brochure.

Customer Service

A United Concordia dedicated Dental Care Finder will assist you in scheduling dental appointments and answer any questions you may have. Dental Care Finders are available by phone from 8:00 a.m. to 8:00 p.m. ET, Monday–Friday, and from 8:00 a.m. to 5:00 p.m. ET on Saturday at 1-866-984-ADDP (1-866-984-2337) or via e-mail at addpdcf@ucci.com.

Appeals

Denied claims can be appealed. To do so, contact United Concordia in writing at:

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

Quality of Care

United Concordia makes every effort to ensure you receive quality dental care by employing continuous quality assurance measures. Questions concerning quality of care received should be discussed with the dentist providing the services. Concerns can often be handled by asking the dentist questions about the dental treatment. If you still have concerns after talking with the dentist, submit them in writing to United Concordia at:

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

For Information and Assistance

ADDP Web Site and E-mail Address	www.addp-ucci.com addpdcf@ucci.com
Customer Service and Appointment Scheduling	1-866-984-ADDP (1-866-984-2337) Monday–Friday: 8:00 a.m. to 8:00 p.m. ET Saturday: 8:00 a.m. to 5:00 p.m. ET
Claims	United Concordia Companies, Inc. ADDP Claims P.O. Box 69429 Harrisburg, PA 17106-9429
Inquiries	United Concordia Companies, Inc. ADDP Unit P.O. Box 69430 Harrisburg, PA 17106-9430

United Concordia Companies, Inc.

ADDP Unit

P.O. Box 69430

Harrisburg, PA 17106-9430