



# TRICARE® Active Duty Dental Program

For active duty service members  
in remote areas

AUGUST 2016



[WWW.TRICARE.MIL/ADDP](http://WWW.TRICARE.MIL/ADDP)



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

The Active Duty Dental Program (ADDP) provides private-sector dental care to ensure dental health and deployment readiness for active duty service members (ADSMs). United Concordia Companies, Inc. (United Concordia) administers the ADDP benefit. The ADDP is available to ADSMs who are either referred for care by a military dental clinic to the civilian dental community or have a duty location and home more than 50 miles from a military dental clinic. This brochure is for ADSMs in remote service areas under the ADDP or who are designated as remote members in the Defense Enrollment Eligibility Reporting System (DEERS).



## **An Important Note About TRICARE Program Information**

At the time of publication, 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. For the most recent information, contact your TRICARE dental contractor.

TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

## GEOGRAPHICAL AREAS OF SERVICE

United Concordia offers an extensive dental network to provide access to care in the U.S. and U.S. 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 U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Coast Guard and the National Oceanic and Atmospheric Administration. National Guard and Reserve members are eligible only if they are called or ordered to active service for more than 30 consecutive days. Service members 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 consecutive days are also eligible. Remote ADDP eligibility must be reflected in DEERS and includes the following:

- ADSMs who live **and** work (duty location) more than 50 miles from a military dental clinic
- Personnel in TAMP following activation of more than 30 consecutive days for a contingency operation
- “Early activator” National Guard and Reserve members activated for more than 30 consecutive days in support of a contingency operation
- Wounded Warriors
- Personnel with an approved line-of-duty dental determination, subject to mileage requirements previously noted
- Certain foreign military members

## Verifying Eligibility

United Concordia verifies eligibility for the ADDP in DEERS. Please ensure your information in DEERS is up to date. If eligibility cannot be confirmed, ADDP dental care will be denied.

## Who Is Not Eligible?

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

- Personnel in TAMP not related to a contingency operation
- Active duty family members
- National Guard and Reserve family members
- ADSMs of the Commissioned Corps of the U.S. Public Health Service (PHS)\*
- National Guard and Reserve members who are not on active duty for more than 30 consecutive 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:

 <p><b>In Person<sup>1</sup></b> (Add a family member or update contact information.)</p>	<p>Visit a uniformed services ID card office.</p> <ul style="list-style-type: none"><li>• Find an office near you at <b><a href="http://www.dmdc.osd.mil/rsi">www.dmdc.osd.mil/rsi</a></b>.</li><li>• Call to verify location and business hours.</li></ul>
 <p><b>Phone<sup>2</sup></b></p>	<p>1-800-538-9552 1-866-363-2883 (TDD/TTY)</p>
 <p><b>Fax<sup>2</sup></b></p>	<p>1-831-655-8317</p>
 <p><b>Mail<sup>2</sup></b></p>	<p>Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955</p>
 <p><b>Online<sup>2</sup></b></p>	<p>You can update your contact information or sign up to get benefit information by email at <b><a href="http://milconnect.dmdc.osd.mil">http://milconnect.dmdc.osd.mil</a></b></p>

1. Only sponsors (or a sponsor-appointed individual with valid power of attorney) can add a family member in DEERS. Family members age 18 or older may update their own contact information.
2. Use these methods to change contact information only.

## GETTING PRIVATE-SECTOR DENTAL CARE

You must use a United Concordia network dental care provider to get ADDP-covered dental care.\* If a network provider is not available in your area, call United Concordia at **1-866-984-ADDP (1-866-984-2337)** for assistance with scheduling a dental appointment. If you use a non-network provider without prior authorization, you will be responsible for payment.

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

\* *For a list of covered services, visit the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com). Not all dental procedures are covered under the ADDP. If you elect to get non-covered services, you will be responsible for payment.*

### Routine Dental Care

You may personally coordinate care for routine covered dental services (for example, exams, cleanings or 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. Before scheduling any routine dental care, including initial, yearly and continued treatment, you **must** get an **Appointment Control Number (ACN)** from United Concordia either online or by phone.



To immediately get an ACN online, complete the *ACN Request Form* by visiting [www.addp-ucci.com](http://www.addp-ucci.com) and clicking on the “Active Duty Service Members” portal. You can also call United Concordia’s automated phone system at **1-866-984-ADDP (1-866-984-2337)**.

There are two appointment-scheduling options:

- **Make your own appointment.** Upon getting your ACN, you can schedule your appointment with a United Concordia network dental care provider. Use the “Find a Dentist” tool at [www.addp-ucci.com](http://www.addp-ucci.com) to search for providers in your area. The results include all ADDP providers based on the search criteria you enter.

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

- **Have a United Concordia Dental Care Finder make the appointment for you.** Upon getting your ACN, contact a United Concordia Dental Care Finder at **1-866-984-ADDP (1-866-984-2337)** to request assistance scheduling an appointment.

Service members with limited periods of eligibility (early activators and TAMP personnel) may get expedited appointments to ensure they get care before their eligibility expires. To request an expedited appointment, call a United Concordia Dental Care Finder at **1-866-984-ADDP (1-866-984-2337)**.



## Specialty and Other Dental Care

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

- Specialty dental care (for example, crowns, bridges, dentures or periodontal treatment)
- Dental care in excess of \$750 per procedure or appointment
- Dental care with a combined total greater than \$1,500 for treatment plans completed within a consecutive 12-month period
- Dental care from a non-network dental care provider

To get prior authorization, your civilian dental care provider must complete an *Authorization Request Form* indicating the needed services. The provider can access the form on the “Civilian Dentists” portal at **www.addp-ucci.com** and electronically submit it, along with any relevant diagnostic materials and information, to United Concordia.

**Note:** For implant services, you will also need a **Command Memorandum** signed by your unit commander or designated representative.

The civilian dental care provider should submit this as an attachment with the completed *Authorization Request Form*. Upon prior authorization approval, you and the civilian provider will be notified and an appointment can be scheduled to begin care. The determination of the prior authorization request can take five to seven business days.

Orthodontic treatment is not an approved benefit for remote service members. ADSMs who initiate orthodontic care, including preliminary orthodontic assessments, will be responsible for payment of these services.

## Emergency Dental Care

Emergency dental care guidelines are as follows:

- Emergency dental care does not require prior authorization or an 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 get non-covered services during an emergency dental visit are responsible for payment of those services.
- It is recommended that you use a United Concordia network provider for emergency dental care. Although this is not required, any follow-up care with a non-network provider will not be authorized, and you will be responsible for payment.

## Cancellations and Missed Appointments

If you are unable to keep an appointment, cancel it with the civilian provider at least 24 hours before your scheduled visit.

Extenuating circumstances may occasionally prevent you from canceling within 24 hours of your appointment. If you get a bill for a missed appointment, you can submit an appeal to United Concordia for payment consideration. The appeal should include a detailed explanation of why the appointment was missed and must be submitted in writing. Submit the appeal online or send it to United Concordia at the address listed in “Appeals” in the *Customer Service* section of this brochure.

## CUSTOMER SERVICE

A United Concordia dedicated Dental Care Finder can assist you with scheduling dental appointments and answer any questions you may have. Dental Care Finders are available by phone Monday–Friday, 8 a.m.–8 p.m. ET and Saturday, 8 a.m.–5 p.m. ET at **1-866-984-ADDP (1-866-984-2337)** or by email at **addpdcf@ucci.com**.

### Appeals

If payment of your claim is denied, you may submit an appeal to United Concordia by completing the online *Appeal Form* in the “Active Duty Service Members” portal at **www.addp-ucci.com**. You must complete the form in its entirety with information found on your dental explanation of benefits (DEOB). If you do not have your DEOB, contact United Concordia at **1-866-984-ADDP (1-866-984-2337)** to get this information.

You may also choose to submit your appeal in writing. Indicate why you are appealing denied charges. You may include a copy of your bill with your written appeal. Send written appeals to:

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

### Quality of Care

United Concordia makes every effort to ensure you get quality dental care by employing continuous quality-assurance measures. Questions concerning quality of care should be discussed with the dental care provider. Concerns can often be handled by asking the provider questions about your dental treatment. If you still have concerns after talking with the provider, submit them to United Concordia using an online *Grievance Form*.

The form is available in the “Active Duty Service Members” portal at [www.addp-ucci.com](http://www.addp-ucci.com). The form can also be printed and mailed or faxed to United Concordia at:

United Concordia Companies, Inc.  
ADDP—Grievances  
4401 Deer Path Road, DP-1E  
Harrisburg, PA 17110  
  
Fax: 1-717-260-7168



## FOR INFORMATION AND ASSISTANCE

### **ADDP Website and Email Address**

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

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

### **Customer Service and Appointment Scheduling**

1-866-984-ADDP (1-866-984-2337)

Monday–Friday: 8 a.m.–8 p.m. ET

Saturday: 8 a.m.–5 p.m. ET

### **Claims**

United Concordia Companies, Inc.  
ADDP Claims  
P.O. Box 69429  
Harrisburg, PA 17106

### **Inquiries**

United Concordia Companies, Inc.  
ADDP Unit  
P.O. Box 69430  
Harrisburg, PA 17106

United Concordia Companies, Inc.  
ADDP Unit  
P.O. Box 69430  
Harrisburg, PA 17106