Active Duty Dental Program

HANDBOOK

Learn about dental coverage for active duty service members.

Important Information

United Concordia Companies, Inc.	addp-ucci.com
Update Your Contact Information on milConnect	milconnect.dmdc.osd.mil
Call United Concordia*	866-984-2337 (CONUS) 711 (TDD/TTY) 844-653-4058 (OCONUS) Find country-specific codes on the ADDP website.
Get an Appointment Control Number	addp-ucci.com 866-984-2337 (CONUS) 844-653-4058 (OCONUS) Find country-specific codes on the ADDP website.
Claim Submissions	**CONUS**: United Concordia Companies, Inc. ADDP Claims–CONUS P.O. Box 69429 Harrisburg, PA 17106-9429 **OCONUS**: United Concordia Companies, Inc. ADDP Claims–OCONUS P.O. Box 69497 Harrisburg, PA 17106-9457

* You can reach United Concordia customer service representatives by phone from 6 p.m. ET Sunday to 10 p.m. ET Friday; and from 8 a.m. to 5 p.m. ET Saturday, except holidays. Representatives can help you get an Appointment Control Number and schedule dental appointments. They can answer your questions in English, German, Italian, Japanese, Korean, and Spanish.

An Important Note About TRICARE Program Information

At the time of publication, this information is current. TRICARE policies and benefits are governed by public law and federal regulations and change accordingly. For the most up-to-date information, visit ***tricare.mil****, or contact your TRICARE regional contractor or local military hospital or clinic. For the most recent information, contact United Concordia Companies, Inc., the Active Duty Dental Program contractor, or your local military dental clinic.*

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Keep Your DEERS Information Up To Date!

Eligibility for TRICARE is determined by the services and tracked in the Defense Enrollment Eligibility Reporting System. DEERS maintains the official eligibility records for service members and their family members worldwide. Up-to-date records in DEERS are vital to accessing your TRICARE benefit. Errors in your DEERS record will cause problems with claims, billing, authorization letters for referrals, and more. ***Protect your TRICARE benefits by checking your DEERS record regularly to ensure your information is up to date at milconnect.dmdc.osd.mil****.*

Welcome to the Active Duty Dental Program

The Care You Need for Dental Readiness

The Active Duty Dental Program provides civilian dental care for active duty service members. Its goal is to ensure your **dental health and deployment readiness**. United Concordia Companies, Inc. administers the ADDP for the Department of Defense.

The ADDP is for ADSMs in the following geographical areas:

CONUS (Continental United States):

- **Remote ADSMs** who live and work (duty location) more than 50 miles from a military dental clinic (also known as a dental treatment facility, or DTF) in the service area.
- The ADDP CONUS service area includes:
  - The 50 United States and the District of Columbia
  - U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands
- **Military dental clinic-referred ADSMs** who are non-remote and assigned to a military dental clinic in the ADDP CONUS service area

OCONUS (Outside the Continental United States):

- **Remote ADSMs** who are enrolled in TRICARE Prime Remote Overseas
- The ADDP OCONUS service area includes:
  - All other countries, island masses, and territorial waters not listed in the ADDP CONUS service area

Note: Non-remote OCONUS ADSMs aren't eligible for the ADDP. They get their care from their assigned military dental clinic.

How can you learn more about the ADDP? Refer to this handbook and the ADDP website at **addp-ucci.com**. Both will help you learn about ADDP benefits and eligibility. You can also learn how to make an appointment with a civilian dentist and where to find a dentist near you. You can call United Concordia toll free at **866-984-2337** (CONUS) or **844-653-4058** (OCONUS) with questions or to get more details on the ADDP. If you need country-specific access codes, you can find them on the ADDP website.

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Information for CONUS ADSMs

WHO'S ELIGIBLE

The ADDP is available to ADSMs of the:

- U.S. Army
- U.S. Marine Corps
- U.S. Navy
- U.S. Air Force
- U.S. Space Force
- U.S. Coast Guard
- Commissioned Corps of the U.S. Public Health Service
- National Oceanic and Atmospheric Administration Commissioned Officer Corps

Also eligible in CONUS locations:

- **National Guard and Reserve Members**:
  - On continuous active duty for more than 30 days
  - On federally funded orders for more than 30 days
  - Moved directly from federal orders to state orders when performing state disaster response duty as if on active duty orders for more than 30 days
- **Early Activation Members**: Reserve Component members issued delayed-effective-date active duty orders for more than 30 days in support of a contingency operation or preplanned mission
- **Service members in the Transitional Assistance Management Program**: Reserve Component members discharged after more than 30 days in support of a contingency operation or preplanned mission
- **Service members with an approved line of duty determination**: Reserve Component members who incur or aggravate an injury, illness, or disease while serving on active duty. Go to **addp-ucci.com** to download the ADDP Line of Duty guidelines.
- **Wounded Warriors**
  - ADSMs getting inpatient treatment at a Department of Veteran Affairs hospital
  - ADSMs identified as a Wounded Warrior and getting inpatient or outpatient care at a VA hospital
- **Foreign Force Members**: Certain foreign force members with an approved agreement on temporary or permanent assignment in the CONUS geographic regions may be eligible for the ADDP. This includes reciprocal healthcare agreement, NATO Status of Forces Agreement, or Partnership for Peace. Their orders must specify dental coverage.

BENEFITS

Remote CONUS ADSMs: The ADDP covers a wide range of routine, specialty, and emergency dental care services. However, the ADDP doesn't cover all dental procedures. You must pay for any non-covered care you choose to get. See page 10 for a description of routine covered care. You can also find a list of CONUS-covered dental services in the *ADDP Benefit Details Document* at **addp-ucci.com**.

The ADDP doesn't cover orthodontic services. This includes braces. Check with your service's policies before getting orthodontics or any other non-covered care. Keep in mind that some orthodontic appliances could affect your dental readiness.

Military dental clinic-referred: Your military dental clinic determines if you need care under the ADDP to ensure your dental readiness.

SCHEDULING AN APPOINTMENT

Remote

Here's what you need to know before scheduling your remote ADDP dental care.

- **Use a network dentist**. You can find a list of network dentists using the *Find a Dentist Tool* at **addp-ucci.com**. If you can't find a network dentist, call United Concordia at **866-984-2337** for help. If you choose to use a non-network dentist without pre-approval, you'll be responsible for all costs related to the care you got.
- **Get an Appointment Control Number**. You must get an ACN from United Concordia before you get care with the ADDP. You can get an ACN on the ADDP website, or by calling **866-984-2337**. Learn why your ACN is important at **addp-ucci.com.**
- **Routine care**. You can get your routine covered dental care after you get an ACN. See page 10 for a description of **routine** covered dental care.
- **Specialty and other dental care**. If you need specialty or other dental care, you'll need an authorization from your civilian dentist. Once United Concordia approves your dentist's authorization request, you may schedule your care under the ADDP. Note that an approved authorization already includes your required ACN. See page 10 for a description of **specialty** and other dental care.
- **Emergency dental care**. If you need emergency dental care, you don't need an authorization or an ACN. Emergency dental care includes any treatment necessary to relieve pain, treat infection, or control bleeding. When you need to relieve pain and infection, certain root canal treatments fall under emergency dental care. **Note:** Crowns, bridges, and denture services aren't considered emergency dental care.

Military Dental Clinic-Referred

Here's what you need to know before scheduling your military dental clinic-referred ADDP dental care.

- Your military dental clinic determines when civilian dental care is needed under the ADDP. Military dental clinics will submit a referral to United Concordia with all required information before care can be scheduled.
- Once the referral is completed, your military dental clinic will decide who will make the appointment from the following options:
  - The military dental clinic will schedule your care with a United Concordia network dentist.
  - United Concordia will schedule the appointment for you.
  - You can schedule your own appointment with a United Concordia network dentist.
  - If the military dental clinic decides that you can schedule your own appointment, you must use a United Concordia network dentist. You can find a list of network dentists using the *Find a Dentist Tool* at **addp-ucci.com**.

CLAIMS

Your dentist **must** submit your Dental Readiness Classification on all ADDP claims. See page 11 to learn more about what the DRC means to your readiness. Remind your civilian dentist to include the DRC on all ADDP claims. United Concordia can't pay for your ADDP care until they review your DRC.

As noted in the above *Scheduling An Appointment* section, you must use a United Concordia network dentist.

Network dentists will:

1. Complete all treatment documentation.

2. Add your DRC to the claim.

3. Submit all documentation to United Concordia for payment.

You may get treatment from a non-network dentist if you have approval in advance from United Concordia. If United Concordia approved the use of a non-network dentist, you may have to file your own claim with all required documentation. Submit your claims as soon as possible after the service, preferably within 30 days. **Note:** United Concordia will deny claims filed more than 12 months after the date of service. You can fill out the online *ADDP Claim Form*, which is available at **addp-ucci.com**. Once you complete the form, print it and mail it to:

United Concordia Companies, Inc.
ADDP Claims–CONUS
P.O. Box 69429
Harrisburg, PA 17106-9429

Information for OCONUS ADSMs

WHO'S ELIGIBLE

The ADDP is available to ADSMs of the:

- U.S. Army
- U.S. Marine Corps
- U.S. Navy
- U.S. Air Force
- U.S. Space Force
- U.S. Coast Guard
- Commissioned Corps of the U.S. Public Health Service
- National Oceanic and Atmospheric Administration Commissioned Officer Corps

To be eligible for ADDP benefits, OCONUS remote ADSMs **MUST** be enrolled in **TRICARE Prime Remote Overseas**.

Also eligible in OCONUS locations:

- **National Guard and Reserve members** called or ordered to active duty for more than 30 consecutive days
- **ADSMs who need emergency dental care** while on Temporary Duty or Temporary Additional Duty status, deployed, deployed on liberty, or in an authorized leave status in a remote overseas location

BENEFITS

OCONUS remote ADSMs: The ADDP covers a wide range of routine, specialty, and emergency dental care services. However, the ADDP doesn't cover all dental procedures. You must pay for any non-covered care you choose to get. See page 10 for a description of routine covered care. You can also find a list of OCONUS-covered dental services in the *ADDP Benefit Details Document* at **addp-ucci.com**.

Orthodontic services aren't covered. This includes braces. You should check with your service's policies before you get orthodontics or any other non-covered care. Keep in mind that some orthodontic appliances could affect your dental readiness.

SCHEDULING AN APPOINTMENT

Important information you need before scheduling your OCONUS remote ADDP dental care:

- **Get an Appointment Control Number**. You must get an ACN from United Concordia before getting any care under the ADDP. Learn why your ACN is important at **addp-ucci.com**.
- **Routine care**. Although you may coordinate your own **routine** dental care under the ADDP after receiving an ACN, you should first call United Concordia at **844-653-4058**. You can find country-specific access codes on the ADDP website. United Concordia will verify your eligibility, give you an

ACN, and coordinate all aspects of your care. This includes scheduling your appointments for you. See page 10 for a description of routine covered dental care.

- **Specialty and other dental care**. If you need specialty or other dental care, you need an authorization from your civilian dentist. Once an authorization is approved, you can schedule your care. Note that an approved authorization already includes your required ACN. See page 10 for a description of specialty and other dental care.

- **Emergency dental care**. If you need emergency dental care, you don't need an authorization or ACN. Emergency dental care includes any treatment that you may need to relieve pain, treat infection, or control bleeding. Root canal treatment may be needed to relieve pain and infection, and this can be considered emergency dental care. **Note:** Crowns, bridges, and denture services don't count as emergency dental care.

- **Find a dentist**. To find a dentist, call **844-653-4058**. You can find country-specific access codes at **addp-ucci.com**. You can also find a list of TRICARE OCONUS Preferred Dentists on the website.

You must be eligible for the ADDP at the time you get dental care. If you aren't eligible, you'll be responsible for all costs.

CLAIMS

Your dentist **must** submit your Dental Readiness Classification on all ADDP claims. See page 11 to learn more about the DRC and what it means to your readiness. Remind your overseas civilian dentist to include the DRC on all ADDP claims. United Concordia can't pay for your ADDP care until they review your DRC.

You can find a list of TOPDs on the ADDP website. TOPDs will submit claims for authorized and covered services to United Concordia for you, along with your DRC.

If you see a licensed dentist who isn't a TOPD, you may need to file your own claims. You would do this using the *OCONUS Claim Form*, which is available at **addp-ucci.com**. If you submit your claim and assign payment to the dentist, United Concordia will pay the dentist directly. **Note:** You have 12 months from the date of service to file a claim.

Mail claims to:

United Concordia Companies, Inc.
ADDP Claims–OCONUS
P.O. Box 69497
Harrisburg, PA 17106-9457

Information for CONUS and OCONUS ADSMs

Routine Dental Care

The *ADDP Benefit Details Document* is available at **addp-ucci.com**. An "R" in the document is for routine covered dental services (for example, exams, cleanings, and fillings). You need an ACN before getting routine care. ADDP routine care must be:

- A covered benefit
- Less than $750 (U.S. dollars) per procedure or appointment
- Not more than a total of $1,500 (U.S. dollars) for treatment plans completed within a consecutive 12-month period

Specialty and Other Dental Care

An "S" in the *ADDP Benefit Details Document* is for specialty covered dental services. ADDP requires you get an authorization before getting certain services. These services include:

- Specialty care (for example, crowns, bridges, dentures, and periodontal treatment)
- Dental care costing more than $750 (U.S. dollars) per procedure or appointment
- Dental care with a total greater than $1,500 (U.S. dollars) for treatment plans completed within a consecutive 12-month period

For all benefits, exclusions, and limitations, you should refer to the ADDP Benefit Details Document on the ADDP website.

VERIFYING ELIGIBILITY

United Concordia verifies your ADDP eligibility in the Defense Enrollment Eligibility Reporting System. Keep your information in DEERS up to date. If United Concordia can't confirm your eligibility, your ADDP dental care will be denied. Remember, you must be eligible for the ADDP when you get dental care. If you aren't eligible, you'll be responsible for all costs.

Check or update your DEERS information in one of the following ways:

Online	**milconnect.dmdc.osd.mil**
Phone	800-538-9552 866-363-2883 (TDD/TTY)
Fax	800-336-4416
Mail	DMDC/DEERS Support Office 400 Gigling Road Seaside, CA 93955
In Person	Visit a Uniformed Services ID card office. Find an office near you at **idco.dmdc.osd.mil/idco**. Call to confirm location and business hours.

DENTAL READINESS

You must meet Department of Defense dental-readiness requirements for worldwide deployment. The DOD Dental Readiness Classification indicates either:

- You're ready for deployment worldwide.
- You're likely to experience a dental emergency within the next 12 months. This may disqualify you from deployment.

Your dentist **must** submit your DRC on the claim form. Remind your civilian dentist to include the DRC on all ADDP claims. United Concordia can't pay for your ADDP care until they review your DRC.

The DOD defines DRCs. They include three classifications: Class 1, 2, and 3. Your dentist will rate you using one of three classifications:

Class 1

ADSMs with a current dental examination who don't need dental treatment or reevaluation. **Class 1 ADSMs are worldwide deployable**.

Class 2

ADSMs with a current dental examination who need non-urgent dental treatment or reevaluation for oral conditions that aren't likely to result in dental emergencies within 12 months. **Class 2 ADSMs are worldwide deployable**. ADSMs in dental class 2 may exhibit the following:

- Treatment or follow-up indicated for cavities or minor defective restorations (fillings) that can be maintained by the ADSM
- Interim (temporary) restorations or prostheses that can be maintained for a 12-month period. This includes teeth that have been restored with permanent restorative materials for which protective cuspal coverage is indicated (requires another permanent restoration over one that has been permanently placed—for example: a crown over a filling).
- Edentulous (missing tooth) areas requiring prostheses but not on an immediate basis
- Periodontium (the tissues supporting and surrounding the teeth) that:
  - Requires oral prophylaxis (cleaning)
  - Requires maintenance therapy (related to gum disease)
  - Requires treatment for slight to moderate periodontitis (gum disease) and stable cases of more advanced periodontitis (gum disease)
  - Requires removal of supragingival or mild to moderate subgingival calculus (tartar above or mild-moderately below the gumline that needs to be removed)
- Unerupted, partially erupted, or malposed teeth without historical, clinical, or radiographic signs or symptoms of pathosis, but that are recommended for prophylactic removal (teeth that aren't presenting a problem to the ADSM but need to be removed)
- Active orthodontic treatment. The dentist should consider placing the ADSM in passive appliances (appliances that stabilize the teeth) for deployments up to six months. For longer periods of deployment, the dentist should consider removing active appliances and placing the ADSM in passive retention (such as a retainer).
- Temporomandibular disorder, also known as TMD, that is in remission. The dentist anticipates the ADSM can perform duties while deployed without ongoing care, and any medications or appliances required for maintenance won't interfere with duties.

Class 3

ADSMs who need urgent or emergent dental treatment. **Class 3 ADSMs aren't normally considered worldwide deployable**.

- Treatment or follow-up indicated for dental caries (cavity/cavities), symptomatic tooth fracture or defective restorations (fillings) that can't be maintained by the ADSM
- Interim (temporary) restorations or prostheses that can't be maintained for a 12-month period.
- ADSMs requiring treatment for the following periodontal conditions (gum disease conditions that will be diagnosed by the ADSM's dentist) that may

result in dental emergencies within the next 12 months:

  - Acute gingivitis or pericoronitis
  - Active progressive moderate or advanced periodontitis
  - Periodontal abscess
  - Progressive mucogingival condition
  - Periodontal manifestations of systemic disease or hormonal disturbances
  - Heavy subgingival calculus (tartar below the gumline)
- Edentulous (missing tooth) areas or teeth requiring immediate prosthodontic treatment for adequate mastication (chewing) or communication, or acceptable esthetics
- Unerupted, partially erupted, or malposed teeth with historical, clinical, or radiographic signs or symptoms of pathosis that are recommended for removal (teeth that aren't presenting a problem to the ADSM but need to be removed on an immediate basis)
- Chronic oral infections or other pathologic lesions (diagnosed by the ADSM's dentist) including:
  - Pulpal, periapical, or resorptive pathology requiring treatment
  - Lesions requiring biopsy or awaiting biopsy report
- Emergency situations requiring therapy to relieve pain, treat trauma, treat acute oral infections, or provide timely follow-up care (for example, drain or suture removal) until resolved
- Acute TMD requiring active treatment that may interfere with duties

UNDERSTAND YOUR DENTAL EXPLANATION OF BENEFITS

After United Concordia processes your claim, you'll get a dental explanation of benefits. The DEOB shows the services you received. You can view your DEOBs and treatment history online. Use the *My Account* tool on the ADDP website at **addp-ucci.com**.

Review the sample DEOB (figure 3.1) to understand what's on it.

ACCESS YOUR ADDP INFORMATION ONLINE THROUGH *MY ACCOUNT*

You can manage your ADDP account online through United Concordia's *My Account* tool.

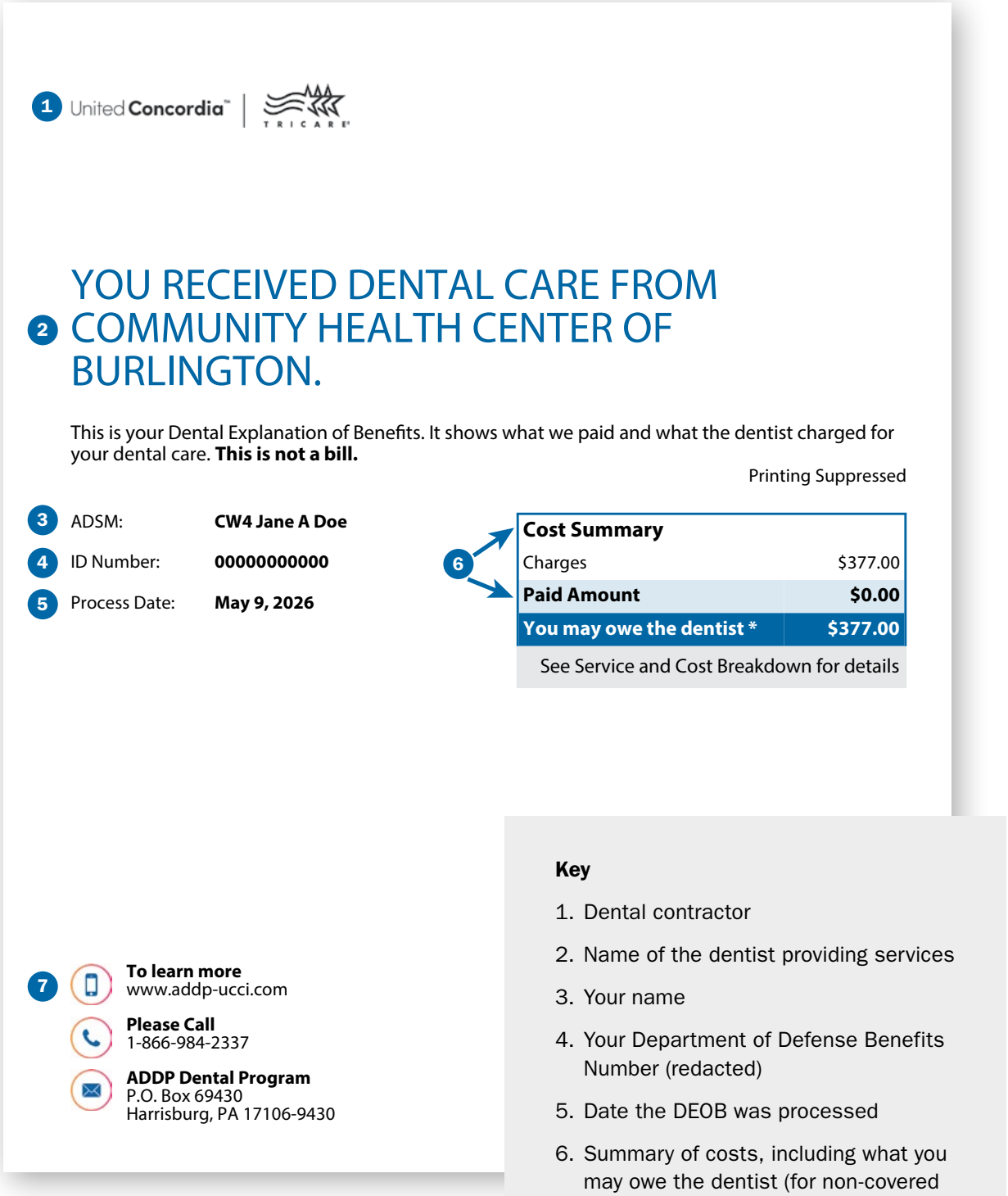
Logging in to *My Account* requires a myAuth account, which the Defense Manpower Data Center manages. Getting a myAuth account is quick and easy.

1. Go to **addp-ucci.com** and choose "Log In to *My Account*."
2. Click the "Create New Account" button.
3. Follow the prompts to create your myAuth account.

When you have your myAuth account, you're ready to log in to gain access to all the features within *My Account*. You can:

- Review your ADDP benefits
- See your DRC (for care you get through the ADDP)
- Check your eligibility
- See your treatment information
- Access your messages
- Sign up to get wellness information, the ADDP newsletter, important program updates, and more

Figure 3.1 *Sample Dental Explanation of Benefits Page 1*



1 United Concordia™ | TRICARE

2 YOU RECEIVED DENTAL CARE FROM COMMUNITY HEALTH CENTER OF BURLINGTON.

This is your Dental Explanation of Benefits. It shows what we paid and what the dentist charged for your dental care. **This is not a bill.**

Printing Suppressed

3 ADSM: **CW4 Jane A Doe**

4 ID Number: **00000000000**

5 Process Date: **May 9, 2026**

6

Cost Summary	
Charges	$377.00
Paid Amount	**$0.00**
You may owe the dentist *	**$377.00**

See Service and Cost Breakdown for details

7 **To learn more**
www.addp-ucci.com

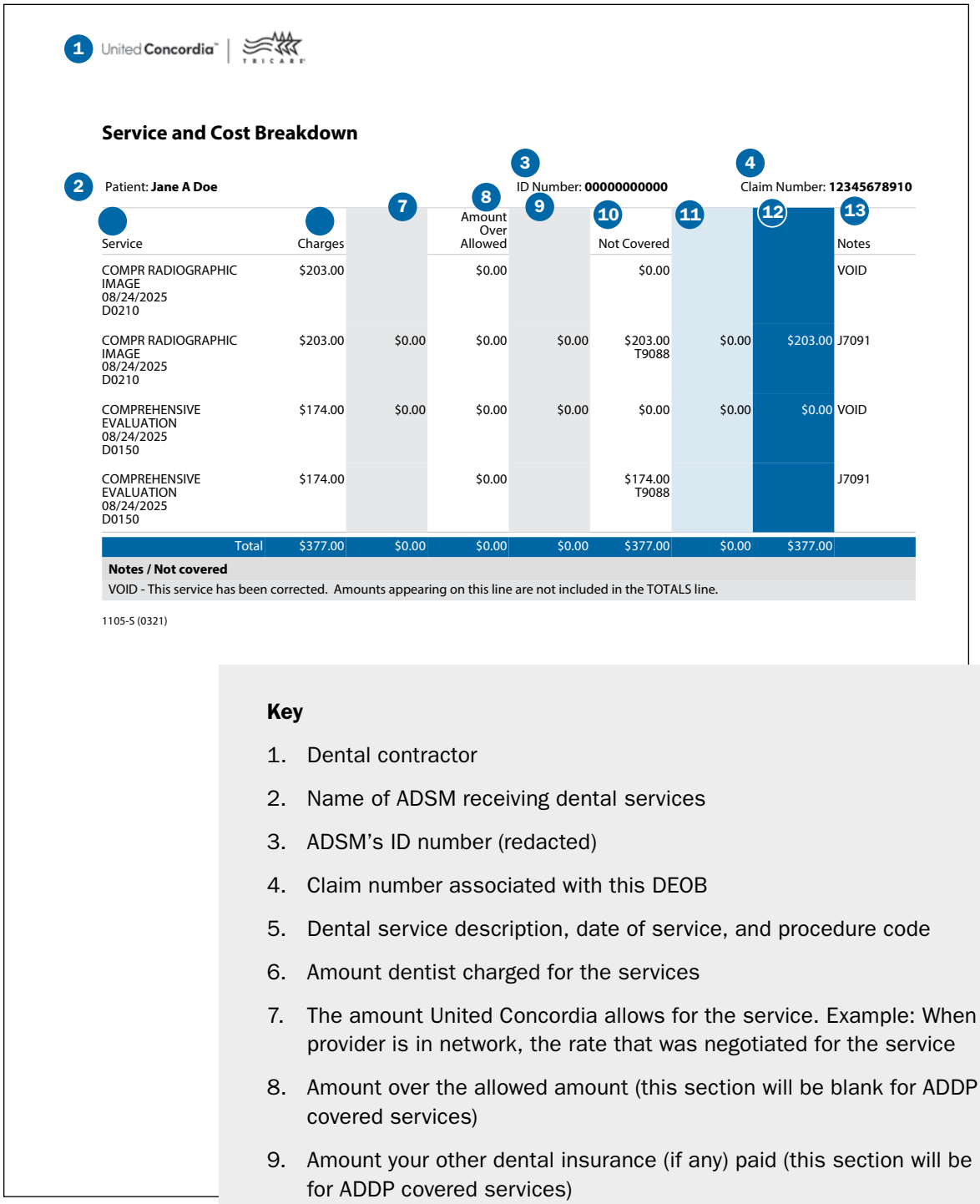
Please Call
1-866-984-2337

ADDP Dental Program
P.O. Box 69430
Harrisburg, PA 17106-9430

Key

1. Dental contractor
2. Name of the dentist providing services
3. Your name
4. Your Department of Defense Benefits Number (redacted)
5. Date the DEOB was processed
6. Summary of costs, including what you may owe the dentist (for non-covered services you chose to get or you weren't eligible to get)
7. Dental contractor's contact information

Figure 3.2 *Sample Dental Explanation of Benefits Page 2*



1 United Concordia | TRICARE

Service and Cost Breakdown

2 Patient: **Jane A Doe**

3 ID Number: **00000000000**

4 Claim Number: **12345678910**

5 Service	6 Charges	7	8 Amount Over Allowed	9	10 Not Covered	11	12	13 Notes
COMPR RADIOGRAPHIC IMAGE 08/24/2025 D0210	$203.00		$0.00		$0.00			VOID
COMPR RADIOGRAPHIC IMAGE 08/24/2025 D0210	$203.00	$0.00	$0.00	$0.00	$203.00 T9088	$0.00	$203.00	J7091
COMPREHENSIVE EVALUATION 08/24/2025 D0150	$174.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	VOID
COMPREHENSIVE EVALUATION 08/24/2025 D0150	$174.00		$0.00		$174.00 T9088			J7091
Total	$377.00	$0.00	$0.00	$0.00	$377.00	$0.00	$377.00	

Notes / Not covered

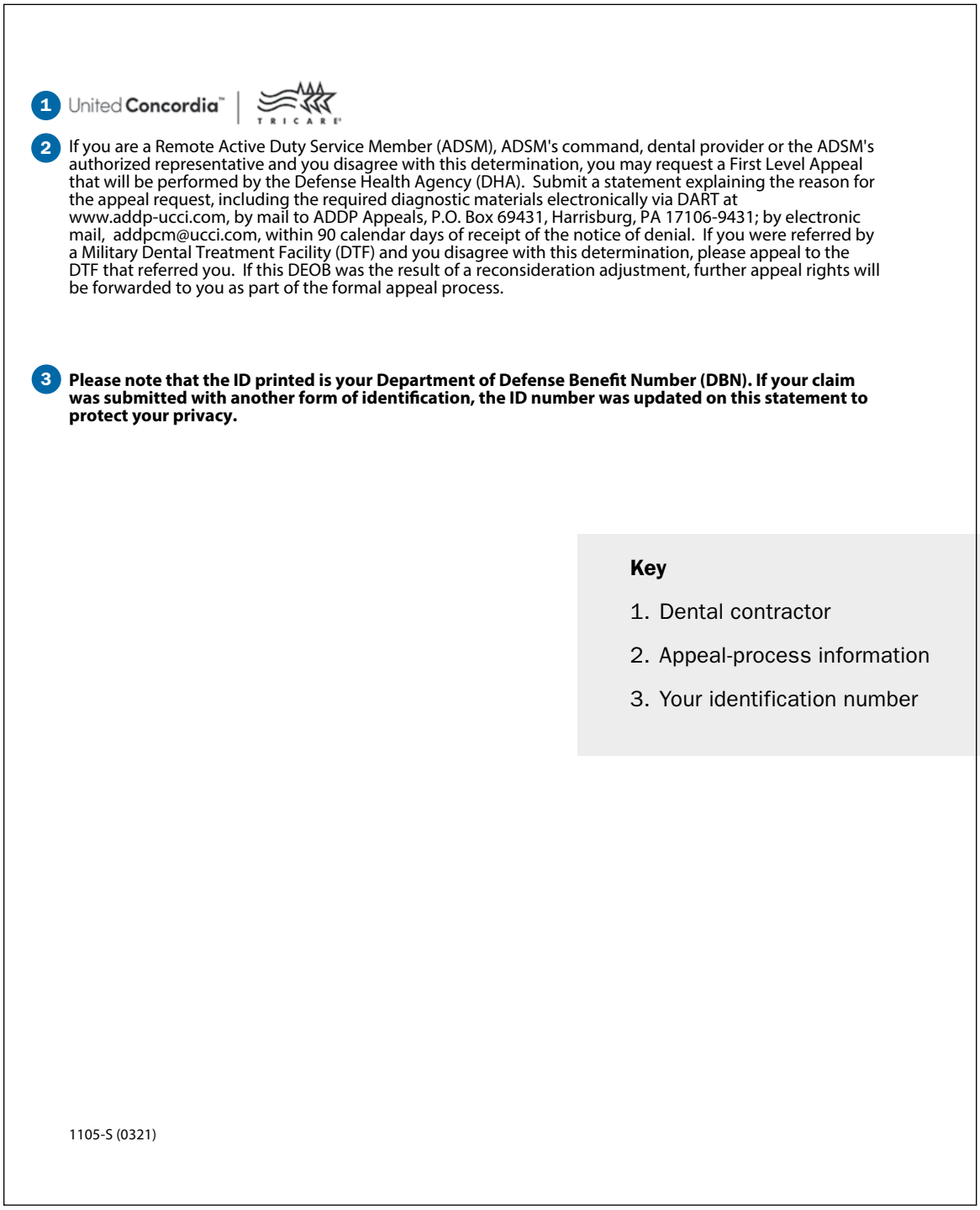
VOID - This service has been corrected. Amounts appearing on this line are not included in the TOTALS line.

1105-S (0321)

Key

1. Dental contractor
2. Name of ADSM receiving dental services
3. ADSM's ID number (redacted)
4. Claim number associated with this DEOB
5. Dental service description, date of service, and procedure code
6. Amount dentist charged for the services
7. The amount United Concordia allows for the service. Example: When a provider is in network, the rate that was negotiated for the service
8. Amount over the allowed amount (this section will be blank for ADDP covered services)
9. Amount your other dental insurance (if any) paid (this section will be blank for ADDP covered services)
10. Amount not covered by the ADDP (this section will be blank for ADDP covered services)
11. Amount the contractor paid for each dental service
12. Amount you owe (this section will be blank for ADDP covered services)
13. Notes about dental services

Figure 3.3 *Sample Dental Explanation of Benefits Page 3*



Key

1. Dental contractor
2. Appeal-process information
3. Your identification number

Appeals, Grievances, Fraud, and Abuse

Read this section to learn about appeals, grievances, and how to report suspected fraud or abuse.

APPEAL

You may appeal a claim denial by completing the *Appeal Form*. Find the form at **addp-ucci.com**. You can use information found on the dental explanation of benefits to complete it. If you don't have your DEOB, you may log in to your ADDP *My Account* to check your claim status and get what you need.

If you're referred by a military dental clinic, you may have the military dental clinic file and appeal on your behalf. Your dentist may also file an appeal for you. If you prefer to have someone else, like your spouse, file an appeal, you must first complete the *Authorization to Appeal Form* on the ADDP website.

If you're submitting your own appeal, you can submit it online or in writing, detailing why you're appealing denied charges. You need to include a copy of your bill with the appeal. Mail appeals for CONUS and OCONUS ADSMs to:

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

LEVELS OF APPEAL

First Level

United Concordia will ensure that any appeal of a denial is in writing and received by email, fax, or other delivery within 90 days of you, your command, or your dentist receiving notice of the denial. If the request isn't received within the 90 days, United Concordia will notify the requestor that the appeal wasn't received in time and therefore denied.

United Concordia will forward the appeal to the Dental Service Point of Contact. A DSPOC is a military dentist appointed by the DHA to review ADDP authorizations, referrals, and appeals through the referral and authorization tracking system within seven days of receipt. The DSPOC will issue a decision electronically to United Concordia within 10 days of receipt, by either upholding the denial, overturning the denial, or requesting additional information. United Concordia will notify the appealing party within 14 days of receipt of the DSPOC's decision.

Second Level

If the DSPOC upholds the denial, you, your command, your dentist, or your authorized representative may seek additional review of the DSPOC's decision by submitting a written request to United Concordia within 30 days of receipt of the denial.

If the request isn't received within the 30 days, United Concordia will notify the requestor that the appeal wasn't received in time and, therefore, denied. United Concordia will provide a copy to the DHA Dental Program Branch. To obtain further review of the DSPOC's decision, you, your command, your dentist, or your authorized representative submits to United Concordia their written request for review of the DSPOC's decision. The request for review must include a copy of the DSPOC's decision.

United Concordia will electronically forward the request to the DSPOC within seven days of receipt for a second and separate DSPOC review. Second-level appeals aren't reviewed by the DSPOC that adjudicated the first-level appeal. The DSPOC issues a decision electronically to United Concordia within 15 days of receipt, either upholding or overturning the initial DSPOC's first-level decision. The decision may overrule the previous decision in whole or in part. United Concordia will notify the appealing party within 14 days of receipt of the DSPOC's decision. All second-level appeal determinations issued by the DSPOC on policy related appeals (i.e., not related to a clinical reason) are final and not subject to further appeal.

Final Level

If two separate DSPOCs affirm their first-level decision, you, your command, your dentist, or your authorized representative may seek further review only if the appeal is based on clinical needs or services meeting the requirement of dental care that is necessary to meet military dental readiness guidelines. The appeal must be submitted in writing to United Concordia within 30 days of receipt of the second decision. United Concordia will ensure it was received within 30 days of the denial. If the request isn't received within the 30 days, United Concordia will notify the requestor that the appeal wasn't received in time and, therefore, denied. United Concordia will provide a copy to the DHA Dental Program Branch. The written request must include copies of the first- and second-level decisions. United Concordia will electronically forward the request to the DSPOC within seven days of receipt. The DSPOC electronically forwards the request to your service's Surgeon General or your service branch designee, with a copy to the DHA Dental Program Branch, within seven days. The Surgeon General's or your service branch designee's decision is final and not subject to further appeal. United Concordia will notify the appealing party within 14 days of receipt of the final decision.

GRIEVANCES

You may request and get an explanation for a correction of any perceived failure of a network dentist to provide the level or quality of care or service to which you're entitled.

Either you or the referring military dental clinic or DSPOC (on your behalf) may file grievances. You need to submit all grievances in writing. The subjects of grievances may be, but aren't limited to:

- The refusal of a network dentist to provide services or to refer you to a specialist
- The length of the waiting period to obtain an appointment
- Undue delays at an office when an appointment has been made
- Poor quality of care
- Or other factors reflecting on the quality of care provided or the quality or timeliness of the service

Submit grievances to United Concordia via online, fax (**717-635-4560**), or mail to:

United Concordia Companies, Inc.
ADDP Grievances
1800 Center St., 2AL4
Camp Hill, PA 17089

United Concordia will respond to your grievance within 60 days of receiving it. You'll get an interim written response within 30 days after receipt.

FRAUD AND ABUSE

United Concordia takes a strong stand against fraudulent and abusive practices. Fraud and abuse can take many forms. Those forms include:

- Submitting claims for services not rendered
- Submitting claims for non-covered services disguised as covered benefit services
- Using the identity of another individual to obtain dental benefits (identity theft)

- Duplicate claim submissions
- Misrepresentation by the dentist of their credentials
- The dentist's concealment of information regarding business practices, which disqualify them as an authorized ADDP dentist
- Improper billing practices, including submitting claims for unnecessary dental services

You can help detect fraud. Carefully review your DEOB. Make sure the information on the DEOB matches the services you got. Verify the:

- Date of service
- Type of services rendered
- Payment issued was for the actual services rendered

Reporting Fraud and Abuse

If you believe the submission of a false claim let a dentist or entity get insurance money, you should report this information to United Concordia's Special Investigations Unit. You can use the *Fraud Complaint Form*, which you can find in *Forms & Resources* on the ADDP website at **addp-ucci.com.**

To submit written correspondence, download the online complaint form, print, and fill it out. You can send the form by mail or fax.

- Mail:

  United Concordia Companies, Inc.
  Special Investigations Unit
  1800 Center St.
  Suite 2B 220
  Camp Hill, PA 17011
  Fax: 877-603-6091

To report by phone, call United Concordia. The toll-free fraud hotline is **877-968-7455**.

Glossary of Terms

abuse
Healthcare abuse may occur when providers supply services or products that aren't medically necessary or that don't meet professional standards.

active duty service member
A person on active duty in a U.S. uniformed service who is under a call or order that doesn't specify a period of 30 days or less. This contract applies to the following uniformed services: Army, Marine Corps, Navy, Air Force, Space Force, Coast Guard, and uniformed members of the Commissioned Corps of the U.S. Public Health Service and National Oceanic and Atmospheric Administration Commissioned Officer Corps.

ADDP CONUS service area
See "continental United States."

ADDP OCONUS service area
See "outside the continental United States."

allowed charge
Applies to network dentists, the allowed charge for any procedure is the lower of:

1. The amount billed, or
2. The amount under the network agreement that the network dentist agreed to accept as payment in full.

anesthesia services
The administration of an anesthetic agent by injection or inhalation. The purpose and effect of which is to produce surgical anesthesia characterized by muscular relaxation, loss of sensation, or loss of consciousness when administered by or under the direction of a physician or dentist in connection with otherwise covered surgery. Anesthesia services don't include hypnosis or acupuncture.

authorization
An authorization is required for all remote ADSM care for which they can't self-refer. Only a DHA dental service point of contact or United Concordia approves ADDP authorizations.

by report
"By report" or "Report required" denotes dental procedures that require additional justification to be approved.

continental United States
In reference to the ADDP CONUS service area: includes the 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, Puerto Rico, the Northern Mariana Islands, and the U.S. Virgin Islands. Also see "outside the continental United States."

contracting officer
A federal government employee having authority vested by a contracting officer warrant to execute, administer, and terminate contracts and orders, and modifications thereto, which obligate federal funds and commit the federal government to contractual terms and conditions.

covered benefit or *covered service*
Dental procedure covered by the ADDP.

dental care
Services relating to the teeth and their supporting structures.

dental explanation of benefits
The document prepared by United Concordia explaining benefits determinations to include such information as: type of service received, Dental Readiness Classification, services denied (with denial reasons).

dental hygienist
Practitioner in rendering complete oral prophylaxis services, applying medication, performing dental radiography, and providing dental education services with a certificate, associate degree, or bachelor's degree in the field, and licensed by an appropriate authority.

Dental Readiness Classifications
The oral health status of ADSMs is classified into three categories under the ADDP:

- Class 1: Patients with current dental examination who don't require dental treatment or reevaluation. Class 1 ADSMs are worldwide deployable.
- Class 2: Patients with current dental examination whose oral conditions are unlikely to result in dental emergencies within 12 months. Class 2 ADSMs are worldwide deployable.
- Class 3: Patients who require urgent or emergent dental treatment. Class 3 ADSMs normally aren't considered to be worldwide deployable.

dental service point of contact
A dentist assigned as the federal government point of contact for all dental issues arising from care rendered to ADSMs in the civilian community. Dentists review dental care for appropriateness and more complex cases. The DSPOC positions are established within the DHA Dental Program Section to provide a means to identify, manage, and provide dental oversight of civilian dental care provided to ADSMs.

dentist
A Doctor of Dental Medicine (DMD), Doctor of Dental Surgery (DDS), or doctor with an equivalent dental degree, who is licensed to practice dentistry by an appropriate authority.

diagnostic services
Category of dental services including clinical oral examinations, radiographic examinations, and diagnostic laboratory tests and examinations provided in connection with other dental procedures authorized as ADDP benefits.

emergency care
Care which includes any treatment necessary to relieve pain, treat infection, control hemorrhaging, or repair broken fillings by placement of temporary or permanent fillings (not crowns). Root canal treatment and extractions may be included if needed to relieve the pain and infection. Crowns, implants, bridges, and dentures aren't considered emergency care.

endodontics
The etiology, prevention, diagnosis, and treatment of diseases and injuries affecting the dental pulp, tooth root, and periapical tissue.

fraud
For purposes of the ADDP, fraud is defined as:

1. A deception or misrepresentation by a dentist, beneficiary, sponsor, or any person acting on behalf of a dentist, sponsor, or beneficiary with the knowledge (or who had reason to know or should have known) that the deception or misrepresentation could result in some unauthorized ADDP benefit to self or some other person, or some unauthorized ADDP payment, or

2. A claim that is false or fictitious, or includes or is supported by any written statement which asserts a material fact which is false or fictitious, or includes or is supported by any written statement that (a) omits a material fact and (b) is false or fictitious because of such omission and (c) is a statement in which the person making, presenting, or submitting such statement has a duty to include such material fact. It's presumed that, if a deception or misrepresentation is established and an ADDP claim is filed, the person responsible for the claim had the requisite knowledge. This presumption is refutable only by substantial evidence. It's further presumed that the dentist of the services is responsible for the actions of all individuals who file a claim on behalf of the dentist; this presumption may only be rebutted by clear and convincing evidence.

line of duty
An LOD provides approved dental care for a Reserve Component member who requires dental treatment related to an injury or illness incurred during training or duty-related incident. The responsibility for determining eligibility for treatment rests with military medical authorities in accordance with published service regulations and Defense Health Agency guidance. The care may be received after a member is inactivated provided that the appropriate LOD documentation is on file.

military dental clinic
A facility operated by the military that provides dental care to ADSMs. Military dental clinics have responsibility for management of all ADSMs within their service areas even if that ADSM isn't in the same branch of service as the installation where assigned. Military dental clinics also manage the care of non-ADSMs, like National Guard or Reserve members not on active duty status or who have a dental line of duty determination.

network dentist
A dentist or dental hygienist who has agreed to accept United Concordia's fee allowances as payment for ADDP covered dental services.

non-network dentist
A dentist or dental hygienist that furnished dental services to an ADSM, but who has not agreed to accept United Concordia's fee allowances as payment for ADDP covered dental services. Use of a non-network dentist must be pre-approved by United Concordia before care is received.

oral and maxillofacial surgery
Surgical procedures performed in the oral cavity or maxillofacial region.

oral surgeon
A person who has received a degree in dentistry and has completed residential training in oral and maxillofacial surgery, that is, that branch of the healing arts that deals with the diagnosis and the surgical correction and adjunctive treatment of diseases, injuries, and defects of the mouth, the jaws, and associated structures.

orthodontics
The supervision, guidance, and correction of the growing or mature dentofacial structures, including those conditions that require movement of teeth or correction of malrelationships and malformations of their related structures and adjustment of relationships between and among teeth and facial bones by the application of forces and/or the stimulation and redirection of functional forces within the craniofacial complex.

outside the continental United States
The ADDP OCONUS service area includes all other countries, island masses, and territorial waters not considered to be within the continental United States service area. See "continental United States."

periodontics
The examination, diagnosis, and treatment of diseases affecting the surrounding and supporting structures of the teeth.

preventive services
Dental care services to prevent dental disease, including traditional prophylaxis, scaling deposits from teeth, polishing teeth, topical application of fluoride to teeth, sealants, and more.

prosthodontics
The diagnosis, planning, making, insertion, adjustment, refinement, and repair of artificial devices intended for the replacement of missing teeth, deficient teeth that can't be corrected with direct restorations, and associated tissues.

referral
The act or an instance of a military dental clinic that refers an ADSM to a civilian dentist for dental care under the ADDP.

remote active duty service member
An active duty service member who works and lives more than 50 miles from a military dental clinic in the ADDP CONUS service area or are enrolled in TRICARE Prime Remote Overseas in the ADDP OCONUS service area.

restorative services
Restoration of teeth including those procedures commonly described as amalgam restorations, resin restorations, pin retention, and stainless steel crowns for primary teeth.

routine care
Covered benefits for remote ADSMs that require an Appointment Control Number. Routine care includes diagnostic (exams and X-rays), preventive (cleanings), routine restorations (amalgam or composite [tooth-colored] fillings), and single tooth extractions that doesn't exceed $750 (U.S. dollars) per appointment or $1,500 (U.S. dollars) for treatment plans. It doesn't include crowns or other specialty care.

routine care appointment
A routine appointment is for care such as a biannual or annual exam in addition to preventive services (for example, cleaning, and application of fluoride).

sealants
A material designed for application on specified teeth to seal the surface irregularities to prevent ingress of oral fluids, food, and debris to prevent tooth decay.

specialty care
Dental care that isn't considered routine or emergency care. For example: prosthodontics (crowns/bridges), implants, periodontics (gum treatment), oral surgery, and orthodontics (braces). Specialty care includes any routine care that exceeds $750 (U.S. dollars) per appointment or $1,500 (U.S. dollars) for treatment plans.

TRICARE OCONUS Preferred Dentist
A dentist who has signed an agreement with United Concordia agreeing to abide to the applicable ADDP requirements and standards of care for the ADDP OCONUS service area country in which they practice. A TOPD submits claims directly to United Concordia for authorized and/or covered services rendered to ADSMs.

Acronyms

ACN	Appointment Control Number
ADSM	active duty service member
CONUS	continental United States
DEERS	Defense Enrollment Eligibility Reporting System
DEOB	dental explanation of benefits
DHA	Defense Health Agency
DOD	Department of Defense
DRC	Dental Readiness Classification
DSPOC	dental service point of contact
LOD	line of duty
OCONUS	outside the continental United States
TOPD	TRICARE OCONUS Preferred Dentist

Directory of Resources

Online
Visit tricare.mil/addp or
addp-ucci.com

Customer Service, Appointment Scheduling, and General Inquiries
ADDP Customer Service
P.O. Box 69430
Harrisburg, PA 17106-9430

CONUS
The 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands

CONUS Claim Submissions
United Concordia Companies, Inc.
ADDP Claims–CONUS
P.O. Box 69429
Harrisburg, PA 17106-9429

CONUS Customer Service
866-984-2337

OCONUS
All other countries, island masses, and territorial waters outside of the 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands

OCONUS Claim Submissions
United Concordia Companies, Inc.
ADDP Claims–OCONUS
P.O. Box 69497
Harrisburg, PA 17106-9457

OCONUS Customer Service
844-653-4058 (*toll-free*)
Find country-specific codes on the ADDP website:
addp-ucci.com.

ADDP Grievances
United Concordia Companies, Inc.
ADDP Grievances
1800 Center St., 2AL4
Camp Hill, PA 17089
Fax: 717-635-4560

Fraud and Abuse
United Concordia Companies, Inc.
Special Investigations Unit
1800 Center St.
Suite 2B 220
Camp Hill, PA 17011
Fax: 877-603-6091
Hotline: 877-968-7455

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

Other TRICARE-Related Listings
DMDC/DEERS Support Office
400 Gigling Road
Seaside, CA 93955
Verify Eligibility: 800-538-9552

Civilian Dentist Listings
Visit addp-ucci.com

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tricare.mil

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