



TRICARE® Active Duty Dental Program—Remote

Dental care for active duty service members in remote areas

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 treatment facility (DTF) to the civilian dental community or have a duty location and residence more than 50 miles from a DTF. This fact sheet 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).

GEOGRAPHICAL AREAS OF SERVICE

United Concordia offers an extensive dental network to provide access to care in the United States 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:

- Service members who reside **and** work (*duty location*) more than 50 miles from a DTF
- 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 noted above
- 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

*This fact sheet is **not** all-inclusive. For additional information, please contact United Concordia Companies, Inc. or your military dental treatment facility.*

- 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:

In Person¹ (Add a family member or update contact information)	Visit a uniformed services identification card-issuing facility. <ul style="list-style-type: none"> • Find a facility near you at www.dmdc.osd.mil/rsl. • Call to verify location and business hours.
Phone²	1-800-538-9552 1-866-363-2883 (TDD/TTY)
Fax²	1-831-655-8317
Mail²	Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771
Online	Visit http://milconnect.dmdc.mil to update contact information or sign up to receive benefit information via e-mail.

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.

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 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 dentist. Contact United Concordia before making any payments for covered services.

* For a list of covered services, 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. Before scheduling any routine dental care, including initial, annual, and continued treatment, you **must** obtain an **Appointment Control Number (ACN)** from United Concordia either online or by phone.

To immediately receive an ACN online, complete the *ACN Request Form* by visiting 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)** to immediately receive an ACN.

There are two appointment scheduling options:

- **Make your own appointment.** Upon receiving your ACN, you can schedule your appointment with a United Concordia network dentist. Use the “Find a Dentist” tool at www.addp-ucci.com to search for dentists in your area. The results include all ADDP providers based on the search criteria entered. 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 receiving 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 receive expedited appointments to ensure they receive 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** 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 prior authorization, your civilian dentist must complete an *Authorization Request Form* indicating the needed services. The dentist can access the form on the “Civilian Dentists” portal at www.addp-ucci.com and submit it, along with any relevant diagnostic materials and information, electronically to United Concordia.

Note: For implant 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 prior authorization approval, the ADASM and civilian dentist 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. ADASMs who initiate orthodontic care, including preliminary orthodontic assessments, will be financially responsible for these services.

Emergency Dental Care

Emergency dental care guidelines are as follows:

- Emergency dental care does not require a prior 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. ADASMs 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.

Extenuating circumstances may 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 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 the *Appeals* section of this fact sheet.

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 from 8:00 a.m.–8:00 p.m. ET, Monday–Friday, and from 8:00 a.m.–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

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 Member” 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, you can contact United Concordia at **1-866-984-ADDP (1-866-984-2337)** to receive this information.

You may also choose to submit your appeal in writing. Indicate why you are appealing denied charges. You may also include a copy of your bill with your written appeal. Send paper appeals to United Concordia 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 to United Concordia via an online *Grievance Form*. The form is available in the “Active Duty Service Member” portal at 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 17110-3907

Fax: 1-717-260-7168

FOR INFORMATION AND ASSISTANCE

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

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