



To help support providers as they start to increase the number of patients being seen, UnitedHealthcare has developed an Enhanced Payment Program (EPP) to help cover the additional costs you may incur to increased sanitation, personal protective equipment (PPE) utilization, and other COVID-19 related costs.

Additional EPP payments will be earned for claims that include payments for codes D0120, D0140, D0145, or D0150.

Single CDT Code Per Date of Service	D0120	D0140	D0145	D0150
Per Treated Enrollee	\$5	\$10	\$5	\$10

This program is available to providers submitting claims with dates of service between June 24, 2020 and December 31, 2020. Claims with dates of service beginning the first of the month after your enrollment date will be eligible for additional payments. Example – if you enroll in the program on June 24, all claims with a date of service beginning July 1 and beyond will be eligible for payment.

To be eligible, you must be*:

1. A participating provider serving Commercial (PPO), Medicare Advantage (FFS), and/or Medicaid (FFS) members with an active Dental Benefit Providers (DBP) contract in good standing or participates with one or more of the entities with which DBP has entered into a network access agreement.
2. Treating UnitedHealthcare members beginning June 24, 2020 through December 31, 2020.

*Please note that DHMO and Direct Compensation Providers are not eligible for this program.

To enroll in the program:

1. Log into uhcdental.com and select the Provider Self-Service link under "Quick Links"

The screenshot shows the UnitedHealthcare Provider Self-Service dashboard. At the top, there are navigation links: Dashboard, Search, FAQ, Join Our Network, Claim Information, and Resources. The main content area is divided into several sections:

- Eligibility Search:** Includes search criteria for Service Date, Member Date of Birth, and Subscriber ID. Search options are Individual or Family.
- Claim Search by Member:** Similar search criteria to Eligibility Search, with an option to show Pre Treatment Estimate.
- Recent Claims:** A table with columns for Subscriber ID, Amount Claimed, Claim Status, and View. Two rows are visible, both with 'In Process' status.
- Contact Us:** Lists Provider Services (1-800-822-5353), Claims Submission Address (United Healthcare Dental, P.O. Box 30567, Salt Lake City, UT 84130-0567), and Electronic Payer ID (521337971).
- Quick Links:** A list of links including UHC On Air Dental Channel, **Provider Self-Service** (highlighted), User Profile Update, Electronic Payments and Statements, DHMO / DC Member Copayment Schedules, Join Our Network, and Provider Resources.
- Message Board:** A notice about UnitedHealthcare Dental partnering with Optum® Electronic Payments and Statements (EPS) to deliver payment and reconciliation processes that are 5-7 days faster than paper checks.



2. Under your Existing Locations section, select the "Enroll in EPP" box and ensure all information is accurate.
3. Locate the EPP Opt-in button and change the status to "Yes"
4. Read through the agreement that appears in a pop-up. Enter in your signature by typing in your name, and selecting "Confirm & Opt-in"
5. Select "Attest" at the bottom of the screen

Once you've completed the above steps, you will receive an email that verifies you've opted into the program. Submit claims per your regular process once you start seeing patients. You'll begin to see the additional payments from Zelis soon via check or electronic payment.

*Please note that DHMO and Direct Compensation Providers are not eligible for this program.



Enhanced Provider Payment (EPP)

Frequently Asked Questions (FAQs)

UnitedHealthcare Dental welcomes all currently eligible providers and new providers to participate in our Enhanced Provider Payment (EPP) financial relief program by enrolling with us at www.UHCDental.com.

1. What is UnitedHealthcare Dental's Enhanced Provider Payment (EPP) financial relief program?

UnitedHealthcare Dental is pleased to pledge 10 million dollars in financial relief to providers in our network as they resume delivering routine care to patients. This relief is for our network providers facing new business challenges that include increased costs for PPE, new social distancing operational requirements, capital equipment purchases, and the need to educate their patients on the safety of receiving routine dental care in a post-COVID19 environment.

2. Why is UnitedHealthcare Dental offering an Enhanced Provider Payment (EPP) financial relief program?

From the onset of the COVID-19 pandemic, dental offices across the nation were asked to limit services to emergency care in addition to receiving guidance to change operational protocols and implement new infection control standards. This temporary reduction and change of services placed unique and unforeseen challenges on our provider network. As dental offices resume care, our EPP financial relief program is intended to help reduce the need for providers to pass costs onto patients.

3. How can a provider become eligible to participate in the Enhanced Provider Payment (EPP) financial relief program and when does it begin?

Currently, eligible providers include those who are Par Providers, Commercial (PPO), Medicare Advantage (FFS), and Medicaid (FFS) participating providers. We welcome all currently eligible and new providers who are in need of financial assistance to participate in our EPP financial relief program by simply enrolling on our website at www.UHCDental.com and reviewing the provider agreement.

The EPP financial relief program begins with enrollment for eligible care with date of service starting the 1st of the following month. For example, if a provider enrolls before June 30, 2020, they will be eligible for the EPP payment starting July 1, 2020, through December 31, 2020, or until the 10 million dollars in funding is fully exhausted.

***DHMO exclusive providers:** UnitedHealthcare Dental continued to make full payment to all our DHMO providers during the national shut-down of dental services. The EPP program intention is to fairly distribute the 10 million dollars of financial relief as evenly as possible to all those in network. All providers are encouraged to become eligible for enrollment.*

4. How does a provider participate in the Enhanced Provider Payment (EPP) financial relief program and how long will the program last?

The EPP financial relief program provides an enhanced rate of reimbursement of \$5 for patients recalled for exams (D0120, D0145), \$10 for emergency visits (D0140), and \$10 for new comprehensive



evaluations (D0150). These codes were selected to give priority to the most commonly submitted codes and priority to patients who are seeking new care or in a possible pending care status. The program will be open for enrollment from June 24, 2020, through December 31, 2020 and will end December 31, 2020 unless the 10 million dollars in funding is exhausted sooner. Payments will begin for eligible providers treating patients starting the 1st of the month after enrollment and these payments will not count towards the member’s calendar year maximum.

5. How quickly can a provider receive payment the Enhanced Provider Payment (EPP)?

We understand the importance of how quickly financial support needs to arrive. Providers currently enrolled in our Electric Payment System (EPS) will receive the relief payments starting the 1st of the month after enrolled in EPP. We strongly recommend providers enroll in EPS due to the great demand of participation and to assist with expedited processing for all future claim processing. If not currently enrolled in EPS, visit www.UHCDental.com to enroll. As enrollment begins, you may temporarily receive a paper check as systems update.

Note: Providers are not required to submit a separate claim or line item on a claim to receive the additional EPP financial relief payment as payment is automated once the provider enrolls and will be limited to 4 payments per patient per provider per month.

6. Can a provider participate in the Enhanced Provider Payment (EPP) financial relief program and continue to charge the patient for an additional PPE fee or an Infection Control Fee (ICF)?

We understand the business decisions and adjustments practices are making in order to recover lost revenue while also meeting the new challenges we are facing in our industry. We request providers participating in the EPP financial relief program refrain from charging the patient an additional service fee when receiving an EPP payment from UnitedHealthcare Dental for the same visit. Please visit www.UHCDental.com to review the EPP participation agreement as we are focused on helping as many providers as possible with this funding.

Note: Unless specifically permitted by state regulatory agencies through publicly available documentation, providers are not permitted to pass through additional charges related to protective equipment, sanitation procedures, or other equipment or administrative needs to Medicaid members. Similarly, providers are not permitted to pass through additional charges related to such equipment, procedures, and needs to Medicare Advantage members.

.....