



# Provider Manual updates

## UnitedHealthcare KanCare Provider Manual

This document provides a summary of key updates made to the provider manual. Please refer to the UnitedHealthcare KanCare Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at [UHCdental.com/medicaid](https://UHCdental.com/medicaid).

### May 27, 2025 Updates summary

#### Section 1 Introduction – who we are

- Updated Provider Online Academy link to [UHCdental.com/medicaid](https://UHCdental.com/medicaid)

#### Section 3.12 Change of address, phone number, email address, fax or tax identification number

- Updated mail queue to 400-Provider Services

#### Section 4.3 Specialist referral process

- Updated website to search for specialists to [UHCdental.com/medicaid](https://UHCdental.com/medicaid)

#### Appendix F.1 Member grievance, appeal, and state fair hearing

- Updated in person address for grievance, appeal, and state fair hearing
- Updated postal mail and in person address for external independent third party review

#### Appendix B.2 Benefit grid (KanCare Medicaid/Title 19 Adults 21 and over, UHC KanCare Medicaid Frail and Elderly)

- Added codes D1310, D1320, D1330, D1353
- Added Benefit limitations to codes D3471, D3472, D3473
- Updated Benefit limitations to codes D4210, D4211, D4230

#### Appendix B.2 Benefit grid (KanCare CHIP and Medicaid)

- Updated Code description for code D1208
- Updated Benefit limitations for codes D0274, D0277\*
- Added codes D1206, D1208, D1351



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