



Provider Manual updates

UnitedHealthcare Community Plan of Nebraska Provider Manual

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

The complete provider manual is available at UHCdental.com/medicaid.

May 20, 2025 Updates summary

Section 1 Introduction

- Updated URL for Provider Online Academy to UHCdental.com/medicaid

Section 2.2 Identification card

- Updated image of member ID card

Section 9.9 Corrected claim submission guidelines

- Deleted language in parenthesis next to Dental Hub under **How do I submit a correct claim**

Appendix B.1.a Benefit grid

- Added code D5899
- Updated Limits for codes D9410 and D9420

April 16, 2025 Updates summary

Section 3.13 Change of address, phone number, email address, fax or tax identification number

- Updated mail queue to 400-Provider Services

Section 6.2 Credentialing

- Updated Credentialing language

Section 6.3 Recredentialing

- Updated Recredentialing language

Section 6.6 Addressing the opioid epidemic

- Updated hyperlink to Nebraska PDMP

Section 9.2.a Dental claim form required information

- Updated hyperlink to the ADA store

Section 8.1 Provider rights bulletin

- Added bullet for “Aspects of interpersonal relationships such as rudeness of a provider or employee”

Section 9.5 Overpayment

- Deleted “e.g., ACC, DD, ALTCS, EPD” from member identification bullet

Appendix B.1.a Benefit grid

- Added code DT1013
- Deleted code D2928
- Updated Limits to code D9420

Appendix B.5 Coverage of translation and interpretive services

- Added Appendix B.5 Coverage of translation and interpretive services

Appendix C.2 Authorization timelines

- Updated timeframe for written notification of denied determinations to within 7 calendar days of receipt of the request

Appendix C.6 Filing Grievances

- Added bullet for “Aspects of interpersonal relationships such as rudeness of a provider or employee”



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