

# TRICARE<sup>®</sup> ACTIVE DUTY DENTAL PROGRAM

For active duty service members in remote areas

WWW.TRICARE.MIL/ADDP



## The care you need for dental readiness.

The Active Duty Dental Program (ADDP) provides civilian dental care for active duty service members (ADSMs). This is to ensure your dental health and deployment readiness. United Concordia Companies, Inc. (United Concordia) administers the ADDP benefit. Visit [www.addp-ucci.com](http://www.addp-ucci.com) for more information.

### THE REMOTE ADDP IS FOR:



**CONUS (Continental United States).** This consists of ADSMs who live and work (duty location) more than 50 miles from a military dental treatment facility in the service area. The CONUS service area includes the 50 United States, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands.



**OCONUS (Outside the continental United States).** This consists of ADSMs who are enrolled in TRICARE Prime Remote Overseas. The OCONUS service area includes all other countries, island masses, and territorial waters.

*The Active Duty Dental Program is a Department of Defense program administered by United Concordia Companies, Inc.*

## VERIFYING ELIGIBILITY

We verify your ADDP eligibility in the Defense Enrollment Eligibility Reporting System (DEERS). Make sure your information in DEERS is up to date. If we can't confirm your eligibility, your ADDP dental care will be denied.

Check or update your contact information in DEERS.



**Online:** Visit <https://milconnect.dmdc.osd.mil>. You can also sign up to get benefit information by email.



**Phone:** 1-800-538-9552 or 1-866-363-2883 (TDD/TTY)



**Fax:** 1-800-336-4416



**Mail:**  
Defense Manpower Data Center Support Office  
400 Gigling Road  
Seaside, CA 93955  
United States of America



**In Person\*:** Visit an ID Card Office. Find an office near you at <https://idco.dmdc.osd.mil/idco>.

\* Sponsors can also add a family member in DEERS. This may be a sponsor-appointed individual with valid power of attorney. Family members age 18 or older may update their own contact information.





## CONTINENTAL UNITED STATES

### CONUS: WHO IS ELIGIBLE?

The ADDP is available to ADSMs of the United States:

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

### Who else is eligible in CONUS locations?

- National Guard and Reserve Members
  - National Guard and Reserve members on continuous active duty for more than 30 days.
  - National Guard members on federally funded orders for more than 30 days.
  - Those moved directly from federal orders to state orders. This is 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.
- **Personnel in the Transitional Assistance Management Program (TAMP):** Reserve Component members discharged after more than 30 days in support of a contingency operation or preplanned mission.
- **Personnel with an approved Line of Duty (LOD) determination:** Reserve Component members who incur or aggravate an injury, illness, or disease while serving on active duty for 30 days or less.
- **Wounded Warriors**
  - ADSMs getting inpatient treatment at a Department of Veteran Affairs (VA) hospital.

- ADSMs identified as a wounded warrior and getting inpatient or outpatient care at a VA hospital.
- **Foreign Forces Members (FFMs):** Certain foreign forces members with an approved agreement on temporary or permanent CONUS assignment. This includes reciprocal health care agreement, North Atlantic Treaty Organization (NATO) Status of Forces Agreement, (SOFA), or Partnership for Peace (PfP).

### CONUS: Who isn't eligible?

All others not included in the above eligibility section.

### CONUS: REMOTE BENEFITS

You can find a list of covered dental services in the *Benefit Details Document* at [www.addp-ucci.com](http://www.addp-ucci.com). The ADDP doesn't cover all dental procedures—and you must pay for any non-covered care you choose to receive.



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. Certain orthodontic appliances could affect your dental readiness.

### CONUS: SCHEDULING AN APPOINTMENT

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

- **Use a network dentist.** You must use a United Concordia network dentist. You can find a list of network dentists at [www.addp-ucci.com](http://www.addp-ucci.com). If you can't locate a network dentist, call **1-866-984-2337**. If you choose to use a non-network dentist without pre-approval, you must pay all costs for the care you received.
- **Get an appointment control number (ACN).** You must get an ACN from United Concordia before you get care with the ADDP. You can get an ACN on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com). You can also call **1-866-984-2337**.
- **Routine care.** You can coordinate routine covered dental care after you get an ACN. See page 4 for a description of routine covered dental care.
- **Specialty or other dental care.** If you need specialty or other dental care, you 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 4 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. When needed to relieve pain and infection, certain root canal treatments fall under emergency dental care. But crowns, bridges, and denture services don't count as emergency dental care.



## OCONUS: WHO IS ELIGIBLE?

The ADDP is available to ADSMs of the United States:

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

To be eligible for ADDP, you 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 require 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

## OCONUS: Who isn't eligible?

All others not included in the above eligibility section.

## OCONUS: REMOTE BENEFITS

You can find a list of covered dental services in the *Benefit Details Document* at [www.addp-ucci.com](http://www.addp-ucci.com). Not all dental procedures are covered under the ADDP. You must pay for any non-covered care you choose to receive.



Orthodontic services aren't covered. This includes braces. Check with your service's policies before getting orthodontics or any other non-covered care. Certain orthodontic appliances could affect your dental readiness.

## OCONUS: SCHEDULING AN APPOINTMENT

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

- **Get an appointment control number (ACN).** You must get an ACN from United Concordia before getting any care under the ADDP.
- **Routine care.** Although you may coordinate your routine dental care under the ADDP after receiving an ACN, you should first call **1-844-653-4058**. You can find country-specific access codes on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com). United Concordia will verify your eligibility, give you an ACN, and coordinate all aspects of your care. This includes scheduling your appointments. See page 4 for a description of routine covered dental care.
- **Specialty or other dental care.** If you need specialty or other dental care, you need an authorization from your civilian dentist. Once United Concordia approves your dentist's authorization request, you can schedule your care. Note that an approved authorization already includes your required ACN. See page 4 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. You may need root canal treatment to relieve pain and infection, and this can be considered emergency dental care. Crowns, bridges, and denture services don't count as emergency dental care.
- **Find a dentist.** To find a dentist, call **1-844-653-4058**. You can find country-specific access codes on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com). You can also find a list of TRICARE OCONUS Preferred Dentists on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com).



## ADDP ROUTINE AND SPECIALITY CARE DEFINED

### Routine Dental Care

Routine covered dental services are marked with an “R” in the *Benefit Details Document* at [www.addp-ucci.com](http://www.addp-ucci.com). For example, exams, cleanings, and fillings. You need an ACN before getting ADDP routine care. ADDP routine care must be:

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

### Specialty and Other Dental Care

Specialty covered dental services are marked with an “S” in the *Benefit Details Document* at [www.addp-ucci.com](http://www.addp-ucci.com). The ADDP requires 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 cumulative total more than \$1,500 (U.S. dollars) for treatment plans completed within a consecutive 12-month period

GO TO [www.tricare.mil](http://www.tricare.mil)

## LOOKING FOR More Information?

The ADDP has exclusions, exceptions, waiting periods, limitations, and terms that may impact your dental care and costs. Go to [www.tricare.mil/addp](http://www.tricare.mil/addp) or [www.addp-ucci.com](http://www.addp-ucci.com), or call ADDP.

#### TRICARE Active Duty Dental Program

United Concordia Companies, Inc.  
[www.addp-ucci.com](http://www.addp-ucci.com)

1-866-984-2337 (CONUS)  
1-844-653-4058 (OCONUS)

Country-specific access codes are available on the ADDP website.

Sunday at 6 p.m. ET – Friday at 10 p.m. ET  
Saturday: 8 a.m. – 5 p.m. ET

#### CONUS Claims

United Concordia Companies, Inc.  
ADDP Claims  
P.O. Box 69429  
Harrisburg, PA 17106

#### OCONUS Claims

United Concordia Companies, Inc.  
ADDP Claims  
P.O. Box 69497  
Harrisburg, PA 17106

#### General Inquiries

United Concordia Companies, Inc.  
ADDP Unit  
P.O. Box 69430  
Harrisburg, PA 17106

Email via the Contact Us form at  
[www.addp-ucci.com](http://www.addp-ucci.com)

#### An Important Note About TRICARE Program Information

At the time of publication, this information is current. It's 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. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** Go to [www.addp-ucci.com](http://www.addp-ucci.com) to get the most recent information on the ADDP or contact your ADDP contractor, United Concordia Companies, Inc., at **1-866-984-2337** (CONUS) or **1-844-653-4058** (OCONUS).

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