



# TRICARE<sup>®</sup> Active Duty Dental Program

MAY 2022

HANDBOOK



Learn about dental coverage for active duty  
service members



## Important Information

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United Concordia Online	<a href="http://www.addp-ucci.com">www.addp-ucci.com</a>
Update your contact information on milConnect	<a href="https://milconnect.dmdc.osd.mil">https://milconnect.dmdc.osd.mil</a>
United Concordia By Phone*	1-866-984-2337 (CONUS) 1-844-653-4058 (OCONUS) Country-specific access codes can be found on the ADDP website 711 (TDD/TTY)
Get an Appointment Control Number (ACN)	<a href="http://www.addp-ucci.com">www.addp-ucci.com</a> 1-866-984-2337 (CONUS) 1-844-653-4058 (OCONUS) Country-specific access codes can be found on the ADDP website

\*United Concordia customer service representatives can be reached by phone from 6 p.m. (ET) Sunday to 10 p.m. (ET) Friday; and from 8 a.m. to 5 p.m. (ET) Saturday, except holidays. Representatives can help you schedule dental appointments. They can answer questions you may have in English, German, Italian, Japanese, Korean, and Spanish.

### An Important Note About TRICARE Program Information

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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. For the most recent information, contact United Concordia Companies, Inc., the TRICARE Active Duty Dental Program contractor. More information about TRICARE, including the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices, can be found online at [www.tricare.mil](http://www.tricare.mil).

### Keep Your DEERS Information Up To Date!

It's essential to keep information in the Defense Enrollment Eligibility Reporting System (DEERS) current for you and your family. Failure to update DEERS to accurately reflect the sponsor's or family member's residential address and/or the ineligibility of a former dependent could be considered fraud and a basis for administrative, disciplinary, and/or other appropriate action.

# Welcome to the

# Active Duty Dental Program



## *The Care You Need for Dental Readiness*

The Active Duty Dental Program (ADDP) provides civilian dental care for active duty service members (ADSMs). Its goal is to ensure your **dental health and deployment readiness**. United Concordia Companies, Inc. (United Concordia) administers the ADDP for the Department of Defense (DoD).

A military dental clinic is also known as a military dental treatment facility (DTF).

The ADDP is for ADSMs in the following geographical areas:

### **CONUS (Continental United States):**

- **Remote ADSMs** who live and work (duty location) more than 50 miles from a military dental treatment facility (also known as a military dental clinic)
- The ADDP CONUS service area includes:
  - The 50 United States and the District of Columbia
  - U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands
- **DTF-referred ADSMs** who are non-remote and assigned to a military dental clinic in the ADDP CONUS service area

### **OCONUS (Outside the continental United States):**

- **Remote ADSMs** who are enrolled in TRICARE Prime Remote Overseas
- The ADDP OCONUS service area includes:
  - All other countries, island masses, and territorial waters not listed in the ADDP CONUS service area

**Note:** Non-remote OCONUS ADSMs aren't eligible for the ADDP. They get their care from their assigned military dental clinic.

How can you learn more about the ADDP? Refer to this handbook and the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com). Both will help you learn about ADDP benefits and eligibility. You can also learn how to make an appointment with a civilian dentist and where to find a dentist near you. You can call United Concordia toll free at **1-866-984-2337** (CONUS) or **1-844-653-4058** (OCONUS) with questions or to get more details on the ADDP. If you need country-specific access codes, you can find them on the ADDP website.

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# Information for CONUS ADSMs



## WHO IS ELIGIBLE

The ADDP is available to ADSMs of the United States:

- Army
- Navy
- Air Force
- Marine Corps
- Space Force
- Coast Guard
- National Oceanic and Atmospheric Administration
- Commissioned Corps of the Public Health Service (starting July 3, 2022)

## Also 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 when performing state disaster response duty as if on active duty orders for more than 30 days.
- **Early Activation Members:** Reserve Component members who are 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 who are 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. Go to [www.addp-ucci.com](http://www.addp-ucci.com) to download the ADDP Line of Duty guidelines.
- **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 assignment in the CONUS geographic regions may be eligible for the ADDP. This includes reciprocal health care agreement, North Atlantic Treaty Organization (NATO) Status of Forces Agreement (SOFA), or Partnership for Peace (PfP).

## WHO ISN'T ELIGIBLE?

All others not listed in the above eligibility section aren't eligible for care with the ADDP. Those ineligible include:

- Members in the Transitional Assistance Management Program (TAMP) not activated in support of a contingency operation
- Members in the TAMP activated for a contingency operation for less than 30 days

- ADSMs in the ADDP OCONUS service area not enrolled in TRICARE Prime Remote Overseas
- Family members of active duty uniformed services personnel
- Family members of National Guard and Reserve service members
- National Guard and Reserve service members who are not on active duty for more than 30 days
- Retired service members and their families
- Former spouses
- Parents and parents-in-law
- Disabled veterans

## BENEFITS

**Remote:** You can find a list of CONUS-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. 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. Keep in mind, certain orthodontic appliances could affect your dental readiness.

**DTF-referred:** Your military dental clinic determines if you need care under the ADDP to ensure your dental readiness.

## SCHEDULING AN APPOINTMENT

### Remote

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

- **Use a network dentist.** You can find a list of network dentists using the ADDP website's *Find a Dentist* tool. If you can't locate a network dentist, call United Concordia at **1-866-984-2337** for help. If you choose to use a non-network dentist without pre-approval, you'll be responsible for all costs related to 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. You can also call **1-866-984-2337**.

Learn why your ACN is important at [www.addp-ucci.com](http://www.addp-ucci.com).

- **Routine care.** You can coordinate your routine covered dental care after you get an ACN. See page 13 for a description of **routine** covered dental care.
- **Specialty and 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 13 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 necessary to relieve pain, treat infection, or control bleeding. When you need to relieve pain and infection, certain root canal treatments fall under emergency dental care. But crowns, bridges, and denture services aren't considered emergency dental care.

It's important to note that you must be eligible for the ADDP at the time you get dental care. If you aren't eligible, you'll be responsible for all costs related to the care you received under the ADDP.

### DTF-referred

Here's what you need to know before scheduling your military dental clinic-referred ADDP dental care.

- Your military dental clinic determines when civilian dental care is needed under the ADDP. Military dental clinics will submit a referral to United Concordia with all required information so care can be scheduled.
- Once the referral is completed, your military dental clinic will decide who will make the appointment from the following options:
  - The military dental clinic will schedule your care with a United Concordia network dentist.
  - United Concordia will schedule the appointment for you.

- You can schedule your own appointment with a United Concordia network dentist.
- If the military dental clinic decides that you can schedule your own appointment, you must use a United Concordia network dentist. You can find a list of network dentists using the *Find a Dentist* tool at [www.addp-ucci.com](http://www.addp-ucci.com).

You must be eligible for the ADDP at the time you get dental care. If you aren't eligible, you'll be responsible for all costs related to care with the ADDP.

## CLAIMS

Your dentist **must** submit your Dental Readiness Classification (DRC) on all ADDP claims. See page 14 to learn more about what the DRC means to your readiness. Remind your civilian dentist to include the DRC on all ADDP claims. United Concordia can't pay for your ADDP care until they receive your DRC.

As noted in the above *Scheduling An Appointment* section, you must use an ADDP network dentist.

Network dentists will:

1. Complete all treatment documentation.
2. Add your DRC to the claim.
3. Submit it to United Concordia for payment.

You may seek treatment from a non-network dentist if you have approval in advance from United Concordia. If United Concordia has approved the use of a non-network dentist, they may require you to file your own claim with all required documentation. You should submit your claims as soon as possible after the service, preferably within 30 days. United Concordia will deny claims that are submitted more than 12 months after the month in which the service was provided. You can fill out the online *ADDP Claim Form*, which is available at [www.addp-ucci.com](http://www.addp-ucci.com). Once you complete the form, print it, and mail it to:

United Concordia Companies, Inc.  
 ADDP Claims - CONUS  
 P.O. Box 69429  
 Harrisburg, PA 17106-9429



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# Information for OCONUS ADSMs



## WHO IS ELIGIBLE

The ADDP is available to ADSMs of the United States:

- Army
- Navy
- Air Force
- Marine Corps
- Space Force
- Coast Guard
- National Oceanic and Atmospheric Administration
- Commissioned Corps of the Public Health Service (starting July 3, 2022)

To be eligible for ADDP benefits, OCONUS remote ADSMs **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

## WHO ISN'T ELIGIBLE?

All others not included in the above eligibility section.

**Note:** Non-remote OCONUS ADSMs aren't eligible for the ADDP. They get their care from their assigned military dental clinic.

## BENEFITS

OCONUS remote ADSMs 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. You must pay for any non-covered care you choose to receive.

Orthodontic services aren't covered. This includes braces. You should check with your service's policies before you get orthodontics or any other non-covered care. Keep in mind, certain orthodontic appliances could affect your dental readiness.

## SCHEDULING AN APPOINTMENT

Important information you need prior to scheduling your OCONUS remote ADDP dental care:

- **Get an appointment control number (ACN).** You must get an ACN from United Concordia before getting any care under the ADDP. Learn why your ACN is important at [www.addp-ucci.com](http://www.addp-ucci.com).
- **Routine Care.** Although you may coordinate your own **routine** dental care under the ADDP after receiving an ACN, you should first call United Concordia at **1-844-653-4058**. You can find country-specific access codes on the ADDP website. United Concordia will verify your eligibility, give you an ACN, and coordinate all aspects of your care. This includes scheduling your appointments for you. See page 13 for a description of routine covered dental care.

- **Specialty and other dental care.** If you need specialty or other dental care, you need an authorization from your civilian dentist. Once an authorization is approved, you can schedule your care. Note that an approved authorization already includes your required ACN. See page 13 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. Root canal treatment may be needed 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 at **www.addp-ucci.com**. You can also find a list of TRICARE OCONUS Preferred Dentists on the website.

Mail claims to:

United Concordia Companies, Inc.  
 ADDP Claims - OCONUS  
 P.O. Box 69497  
 Harrisburg, PA 17106-9497

You must be eligible for the ADDP at the time you get dental care. If you aren't eligible, you'll be responsible for all costs related to care with the ADDP.

## CLAIMS

Your dentist **must** submit your Dental Readiness Classification (DRC) on all ADDP claims. See page 14 to learn more about the DRC and what it means to your readiness. Remind your overseas civilian dentist to include the DRC on all ADDP claims. United Concordia can't pay for your ADDP care until the DRC is received.

You can find a list of TRICARE OCONUS Preferred Dentists (TOPDs) on the ADDP website. TOPDs will submit claims for authorized and covered services to United Concordia for you, along with your DRC.

If you see a licensed dentist who isn't a TOPD, you may be required to submit your own claims. You would do this using the **OCONUS Claim Form**, which is available at **www.addp-ucci.com**. If you submit your claim and assign payment to the dentist, United Concordia will directly pay the dentist.



# Information for CONUS and OCONUS ADSMs

## Routine Dental Care

The *Benefit Details Document* is available at [www.addp-ucci.com](http://www.addp-ucci.com). An “R” in the document is for routine covered dental services. For example, exams, cleanings, and fillings. You need an ACN before getting 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

An “S” in the *Benefit Details Document* is for specialty covered dental services. ADDP requires you get an 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 greater than \$1,500 (U.S. dollars) for treatment plans completed within a consecutive 12-month period

*For all benefits, exclusions, and limitations, you should refer to the Benefit Details Document on the ADDP website.*

## VERIFYING ELIGIBILITY

United Concordia verifies your ADDP eligibility in the Defense Enrollment Eligibility Reporting System (DEERS). Keep your information in DEERS up to date. If United Concordia can’t confirm your eligibility, your ADDP dental care will be denied. Remember, you must be eligible for the ADDP when you get dental care. If you aren’t eligible, you’ll be responsible for all costs related to your care with ADDP.

Check or update your DEERS information in one of the following ways:

 <b>Online</b>	<a href="https://milconnect.dmdc.osd.mil">https://milconnect.dmdc.osd.mil</a>
 <b>Phone<sup>1</sup></b>	1-800-538-9552 1-866-363-2883 (TDD/TTY)
 <b>Fax</b>	1-800-336-4416
 <b>Mail</b>	Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955
 <b>In Person</b>	Visit an ID Card Office. Find an office near you at <a href="https://idco.dmdc.osd.mil/idco">https://idco.dmdc.osd.mil/idco</a> . Call to verify location and business hours.

1. Use these methods to change contact information in DEERS only.

## DENTAL READINESS

You must meet DoD dental-readiness requirements for worldwide deployment. The DoD Dental Readiness Classification (DRC) indicates either:

- You're ready for deployment worldwide
- You're likely to experience a dental emergency within the next 12 months. This may disqualify you from deployment.

Your dentist **must** submit your DRC on the claim form. Remind your civilian dentist to include the DRC on all ADDP claims. United Concordia can't pay for your ADDP care until the DRC is received.

The DoD defines DRCs. They include three classifications: Class 1, 2, and 3. Your dentist will rate you using one of three classifications:

### Class 1

ADSMs with a current dental examination who don't require dental treatment or re-evaluation. **Class 1 ADSMs are worldwide deployable.**

### Class 2

ADSMs with a current dental examination who require non-urgent dental treatment or re-evaluation for oral conditions that aren't likely to result in dental emergencies within 12 months. **Class 2 ADSMs are worldwide deployable.** ADSMs in dental class 2 may exhibit the following:

- Treatment or follow-up indicated for dental caries (cavity/cavities) or minor defective restorations (fillings) that can be maintained by the ADSM.
- Interim (temporary) restorations or prostheses that can be maintained for a 12-month period. This includes teeth that have been restored with permanent restorative materials for which protective cuspal coverage is indicated (requires another permanent restoration over one that has been permanently placed — for example: a crown over a filling).
- Edentulous (missing tooth) areas requiring prostheses but not on an immediate basis.
- Periodontium (the tissues that support and surround the teeth) that:
  - Requires oral prophylaxis (cleaning).

- Requires maintenance therapy (related to gum disease).
- Requires treatment for slight to moderate periodontitis (gum disease) and stable cases of more advanced periodontitis (gum disease).
- Requires removal of supragingival or mild to moderate subgingival calculus (tartar above or mild-moderately below the gumline that needs to be removed).
- Unerupted, partially erupted, or malposed teeth that are without historical, clinical, or radiographic signs or symptoms of pathosis, but that are recommended for prophylactic removal (teeth that aren't presenting a problem to the ADSM but need to be removed).
- Active orthodontic treatment. The dentist should consider placing the ADSM in passive appliances for deployments up to six months. For longer periods of deployment, the dentist should consider removing active appliances and placing the ADSM in passive retention (appliances that stabilize the teeth).
- Temporomandibular disorder (TMD) that is in remission. The dentist anticipates the ADSM can perform duties while deployed without ongoing care, and any medications or appliances required for maintenance will not interfere with duties.

### Class 3

ADSMs who require urgent or emergent dental treatment. **Class 3 ADSMs aren't normally considered to be worldwide deployable.**

- Treatment or follow-up indicated for dental caries (cavity/cavities), symptomatic tooth fracture or defective restorations (fillings) that can't be maintained by the ADSM.
- Interim (temporary) restorations or prostheses that can't be maintained for a 12-month period.
- ADSMs requiring treatment for the following periodontal conditions (gum disease conditions that will be diagnosed by the ADSM's dentist) that may result in dental emergencies within the next 12 months:
  - Acute gingivitis or pericoronitis.
  - Active progressive moderate or advanced periodontitis.
  - Periodontal abscess.

- Progressive mucogingival condition.
- Periodontal manifestations of systemic disease or hormonal disturbances.
- Heavy subgingival calculus (tartar below the gumline).
- Edentulous (missing tooth) areas or teeth requiring immediate prosthodontic treatment for adequate mastication (chewing) or communication, or acceptable esthetics.
- Unerupted, partially erupted, or malposed teeth with historical, clinical, or radiographic signs or symptoms of pathosis that are recommended for removal (teeth that aren't presenting a problem to the ADSM but need to be removed on an immediate basis).
- Chronic oral infections or other pathologic lesions (diagnosed by the ADSM's dentist) including:
  - Pulpal, periapical, or resorptive pathology requiring treatment.
  - Lesions requiring biopsy or awaiting biopsy report.
- Emergency situations requiring therapy to relieve pain, treat trauma, treat acute oral infections, or provide timely follow-up care (for example, drain or suture removal) until resolved.
- Acute temporomandibular disorders (TMD) requiring active treatment that may interfere with duties.

## UNDERSTAND YOUR DENTAL EXPLANATION OF BENEFITS (DEOB)

After United Concordia processes your claim, you'll get a Dental Explanation of Benefits (DEOB). The DEOB shows what your dentist submitted. You can view your DEOBs and treatment history online. Use the *My Account* tool on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com).

Review the sample DEOB (figure 3.1) to understand what's on it.

## ACCESS YOUR ADDP INFORMATION ONLINE THROUGH *MY ACCOUNT*

You can manage your ADDP account online through United Concordia's *My Account* tool.

Logging in to *My Account* requires a Level 2 DS Logon, which the Defense Manpower Data Center manages. Obtaining a DS Logon (or upgrading your Level 1 DS Logon) is quick and easy.

- Select "Log in to *My Account*" from the ADDP ADSM home page ([www.addp.ucci.com/adsm](http://www.addp.ucci.com/adsm)).
- Next, select "More DS Logon Options."
- Finally, select the appropriate option ("Need a DS Logon?" or "Upgrade My DS Logon") from the drop-down.

When you have your Level 2 DS Logon, you're ready to log in to gain access to all the features within *My Account*, including:

- Review your ADDP benefits
- See your dental readiness classification (for care received under the ADDP)
- Check your eligibility
- See your treatment information
- Access your messages
- Sign up to receive wellness information, the ADDP newsletter, important program updates, and more



Figure 3.1 Sample Dental Explanation of Benefits Page 1

**1** UNITED CONCORDIA® | TRICARE®

## **2** YOU RECEIVED DENTAL CARE FROM LORI NOGA DMD AND COLBY COCKRELL DMD PLLC.

This is your Dental Explanation of Benefits. It shows what we paid and what the dentist charged for your dental care. **This is not a bill.**

**3** ASDM: **1LT ANDREW W SHUE**

**4** ID Number: **XXXXX7905**

**5** Process Date: **May 3, 2022**

**6** You visited a network dentist. This means they agreed not to bill you for the difference between what they normally charge and what we allow.

<b>Cost Summary</b>	
Allowed Amount	\$224.82
<b>Paid Amount</b>	<b>\$224.82</b>
<b>You may owe the dentist *</b>	<b>\$0.00</b>

See Service and Cost Breakdown for details

\*The amount you may owe the dentist could include rejected or denied services.

**8** **To learn more**  
www.addp-ucci.com

**Please Call**  
1-866-984-2337

**ADDP Dental Program**  
P.O. Box 69430  
Harrisburg, PA 17106-9430

1105-S (0321)

- ### Key
1. Dental contractor
  2. Name of the dentist providing services
  3. Name of the active duty service member (ASDM)
  4. ASDM's ID number (redacted)
  5. Date the DEOB was processed
  6. Notice if dentist is in or out of network
  7. Summary of costs, including what the ASDM may owe the dentist (for non-covered services the ASDM has elected to receive and/or the ASDM was not eligible to receive)
  8. Contractor's contact information

Figure 3.2 Sample Dental Explanation of Benefits Page 2

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### Service and Cost Breakdown

2 Patient: ANDREW W SHUE      3 ID Number: XXXXX7905      4 Claim Number: 21165300109

5 Service	6 Charges	7 Allowed Amount	8 Amount Over Allowed	9 Other Insurance Paid	10 Not Covered	11 Paid Amount	12 Amount You Owe	13 Notes
PROPHYLAXIS ADULT 06/14/2021 D1110	\$127.00	\$71.28	\$55.72 Q1030	\$0.00	\$0.00	\$71.28	\$0.00	
TOPICAL FLUORIDE VARNISH 06/14/2021 D1206	\$56.00	\$31.79	\$24.21 Q1030	\$0.00	\$0.00	\$31.79	\$0.00	
1 SURF RESIN POSTERIOR 06/14/2021 D2391 #17/O	\$216.00	\$121.75	\$94.25 Q1030	\$0.00	\$0.00	\$121.75	\$0.00	
<b>Total</b>	<b>\$399.00</b>	<b>\$224.82</b>	<b>\$174.18</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$224.82</b>	<b>\$0.00</b>	

**Notes / Not covered**  
 The Provider has been paid the amount shown in the AMOUNT PAID column.  
 Q1030 - These services were performed by a Participating Provider. This Provider has agreed not to bill you for the difference between the PROVIDER'S CHARGE and the ALLOWANCE for this service.

**Key**

1. Dental contractor
2. Name of ADSM receiving dental services
3. ADSM's ID number (redacted)
4. Claim number associated with this DEOB
5. Dental service description, date of service and procedure code
6. Amount dentist charged for the services
7. The amount United Concordia allows for the service. Example: When a provider is in network, the rate that has been negotiated for the service
8. Amount of dentist charges that are over the allowed amount (this section will be blank for ADDP covered services)
9. Amount of bill that another dental carrier (if any) has paid (this section will be blank for ADDP covered services)
10. Amount of dental services not covered by the ADDP (this section will be blank for ADDP covered services)
11. Amount of dental services the contractor paid
12. Amount the ADSM owes (this section will be blank for ADDP covered services)
13. Notes about dental services

Figure 3.3 Sample Dental Explanation of Benefits Page 3

**1** UNITED CONCORDIA® 

**2** If you are a Remote Active Duty Service Member (ADSM), ADSM's command, dental provider or the ADSM's authorized representative and you disagree with this determination, you may request a First Level Appeal that will be performed by the Defense Health Agency (DHA). Submit a statement explaining the reason for the appeal request, including the required diagnostic materials electronically via DART at [www.addp-ucci.com](http://www.addp-ucci.com), by mail to ADDP Appeals, P.O. Box 69431, Harrisburg, PA 17106-9431; by electronic mail, [addpcm@ucci.com](mailto:addpcm@ucci.com), within 90 calendar days of receipt of the notice of denial. If you were referred by a Military Dental Treatment Facility (DTF) and you disagree with this determination, please appeal to the DTF that referred you. If this DEOB was the result of a reconsideration adjustment, further appeal rights will be forwarded to you as part of the formal appeal process.

**Key**

- 1. Dental contractor
- 2. Appeal process for ADSMs

1105-S (0321)

# Appeals, Grievances, Fraud, and Abuse



Read this section to find out about appeals, grievances, and how to report suspected fraud or abuse.

## APPEAL

You may appeal a claim denial by completing the *Appeal Form* in its entirety. Find the form at [www.addp-ucci.com](http://www.addp-ucci.com). You can use information found on the Dental Explanation of Benefits (DEOB) to complete it. If you don't have your DEOB, you may log in to your ADDP *My Account* to check your claim status and receive what you need.

DTF-referred ADSMs may have the military dental clinic file an appeal on your behalf. Your dentist may also file an appeal for you. If you prefer to have someone else, like your spouse, file an appeal, you must first complete the *Authorization to Appeal Form* on the ADDP website.

If you're submitting your own appeal, you can submit it online or in writing, detailing why you're appealing denied charges. You need to include a copy of your bill with the appeal. Mail appeals for CONUS and OCONUS ADSMs to:

United Concordia Companies, Inc.  
ADDP Appeal Requests  
P.O. Box 69431  
Harrisburg, PA 17106-9431

## LEVELS OF APPEALS

### First Level

United Concordia shall ensure that any appeal of a denial is in writing and received by email, fax, or

other delivery within 90 days of the ADSM, ADSM's command, or dentist receiving notice of the denial. If the request is not received within the 90 days, United Concordia shall notify the requestor within the timeframe specified for non-priority correspondence standards of receiving the request that the appeal was not received timely and therefore denied.

For all timely filed appeals, a copy will be provided to the Defense Health Agency (DHA) Dental Program Section. United Concordia shall forward the appeal to the Dental Service Point of Contact (DSPOC), a military dentist appointed by the DHA to review ADDP authorizations, referrals, and appeals, via the referral and authorization tracking system within seven days of receipt. The DSPOC will issue a decision electronically to United Concordia within 10 days of receipt, by either granting the appeal, denying the appeal, or requesting additional information. United Concordia shall notify the appealing party within 14 days of receipt of the DSPOC's decision.

### Second Level

In the event the DSPOC denies the appeal, the ADSM, ADSM's command, dentist, or the ADSM's authorized representative may seek additional review of the DSPOC's decision by submitting a written request to United Concordia within 30 days of receipt of the denial. United Concordia shall ensure that it was received within 30 days of the denial.

If the request is not received within the 30 days, United Concordia shall notify the requestor within the

timeframe specified for non-priority correspondence standards of receiving the request that the appeal was not received timely and therefore denied. United Concordia shall provide a copy to the DHA Dental Program Section. To obtain further review of the DSPOC's decision, the ADSM, ADSM's command, dentist, or the ADSM's authorized representative submits to United Concordia their written request for review of the DSPOC's decision. The request for review shall include a copy of the DSPOC's decision.

United Concordia shall electronically forward the request to the DSPOC within seven days of receipt for a second and separate DSPOC review. Second level appeals are not reviewed by the DSPOC that conducted the first level appeal review. The DSPOC issues a decision electronically to United Concordia, within 15 days of receipt, either affirming or reversing the initial DSPOC's first level decision. The decision may overrule the previous decision in whole or in part. United Concordia shall notify the appealing party within 14 days of receipt of the DSPOC's decision. All second level decisions issued by the DSPOC on policy related appeals (i.e., not related to a clinical reason) are final and not subject to further appeal.

## Final Level

If the DSPOC affirms their first level decision, the ADSM, ADSM's command, dentist or the ADSM's authorized representative may seek further review only if the appeal is based on a clinical needs or services that meet the requirement of dental care that is necessary to meet military dental readiness guidelines. The appeal must be submitted in writing to United Concordia within 30 days of receipt of the second decision. United Concordia shall ensure that it was received within 30 days of the denial. If the request is not received within the 30 days, United Concordia contractor shall notify the requestor within the timeframe specified for non-priority correspondence standards of receiving the request that the appeal was not received timely and therefore denied. United Concordia shall provide a copy to the DHA Dental Program Section. The written request shall include copies of the first and second level decisions. United Concordia shall electronically forward the request to the DSPOC within seven days of receipt. The DSPOC electronically forwards the request to the Surgeon General or designee for the ADSM's Branch of Service, with a copy to the DHA Dental Program Section, within seven days. The Surgeon General or designee for the ADSM's Branch of Service decision is final and not subject to further appeal. United Concordia shall notify the appealing party within 14 days of receipt of the final decision.



## GRIEVANCES

You may request and get an explanation for a correction of any perceived failure of a network dentist to provide the level or quality of care or service to which you're entitled.

Either the ADSM or the referring military dental clinic or DSPOC (on behalf of the ADSM) may file grievances. You need to submit all grievances in writing. The subjects of grievances may be, but aren't limited to:

- The refusal of a network dentist to provide services or to refer an ADSM to a specialist
- The length of the waiting period to obtain an appointment
- Undue delays at an office when an appointment has been made
- Poor quality of care
- Or other factors that reflect upon the quality of the care provided or the quality or timeliness of the service

Submit grievances to United Concordia via online, fax (1-717-635-4560), mail, or deliver to:

United Concordia Companies, Inc.  
 ADDP Grievances  
 1800 Center Street  
 2AL4  
 Camp Hill, PA 17089

United Concordia will respond to your grievance within 60 days of receiving it. You'll get an interim written response within 30 days after receipt.

## FRAUD AND ABUSE

United Concordia takes a strong stand against fraudulent and abusive practices. Fraud and abuse can take many forms. Those forms include:

- Submitting claims for services not rendered
- Submitting claims for non-covered services disguised as covered benefit services
- Using the identity of another individual to obtain dental benefits (identity theft)
- Duplicate claim submissions

- Misrepresentation by the dentist of his or her credentials
- Concealment of information (by the dentist) regarding business practices, which disqualify him or her as an authorized ADDP dentist
- Improper billing practices, including submitting claims for unnecessary dental services

You can help detect fraud. Carefully review your Dental Explanation of Benefits (DEOB). Make sure the information on the DEOB matches the services you received. Verify:

- Date of service
- Type of services rendered
- Payment issued was for the actual services rendered

## Reporting Fraud and Abuse

If you believe the submission of a false claim let a dentist or entity get insurance money, you should report this information to United Concordia's Special Investigations Unit. You can use the *Fraud Complaint Form*, which you can find in *Forms & Resources* on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com).

To submit written correspondence, download the online complaint form, print, and fill it out. You can send the form by mail or fax.

- Mail:
 

United Concordia Companies, Inc.  
 Special Investigations Unit  
 1800 Center Street, Suite 2B 220  
 2AL4  
 Camp Hill, PA 17011  
 Fax: 1-877-603-6091

To report by phone, call United Concordia. The toll-free fraud hotline is 1-877-968-7455.

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# Glossary of Terms

## ***active duty service member (ADSM)***

A person on active duty in a U.S. uniformed service who is under a call or order that does not specify a period of 30 days or less. This contract only applies to the following uniformed services: Army, Navy, Air Force, Marine Corps, Space Force, Coast Guard, and uniformed members of the Commissioned Corps of the National Oceanographic and Atmospheric Administration (NOAA). Members of the Commissioned Corps of the U.S. Public Health Service become eligible for the Active Duty Dental Program starting July 3, 2022.

## ***ADDP CONUS service area***

See “continental United States.”

## ***ADDP OCONUS service area***

See “outside the continental United States.”

## ***Allowed charge***

Relative to network dentists, the allowed charge for any procedure is the lower of:

1. the amount billed, or
2. the amount under the network agreement that the network dentist has agreed to accept as payment in full.

## ***anesthesia services***

The administration of an anesthetic agent by injection or inhalation. The purpose and effect of which is to produce surgical anesthesia characterized by muscular relaxation, loss of sensation, or loss of consciousness when administered by or under the direction of a physician or dentist in connection with otherwise covered surgery. Anesthesia services do not include hypnosis or acupuncture.

## ***authorization***

An authorization is required for all remote ADSM care for which they can't self-refer. Only a DHA dental

service point of contact or United Concordia approves ADDP authorizations.

## ***by report***

“By report” or “Report required” denotes dental procedures that require additional justification to be approved.

## ***continental United States (CONUS)***

In reference to the ADDP CONUS service area: includes the 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, Puerto Rico, the Northern Mariana Islands, and the U.S. Virgin Islands. Also see “outside the continental United States (OCONUS).”

## ***contracting officer***

A federal government employee having authority vested by a contracting officer warrant to execute, administer, and terminate contracts and orders, and modifications thereto, which obligate federal funds and commit the federal government to contractual terms and conditions.

## ***covered benefit or covered service***

Dental procedure covered by the ADDP.

## ***dental care***

Services relating to the teeth and their supporting structures.

## ***Dental Explanation of Benefits (DEOB)***

The document prepared by United Concordia explaining benefits determinations to include such information as: type of service received, Dental Readiness Classification, services denied (with denial reasons).

## ***dental hygienist***

Practitioner in rendering complete oral prophylaxis services, applying medication, performing dental radiography, and providing dental education services with a certificate, associate degree, or bachelor's degree in the field, and licensed by an appropriate authority.

## ***Dental Readiness Classifications (DRC)***

The oral health status of ADSMs is classified into three categories under the ADDP:

- Class 1: Patients with current dental examination who do not require dental treatment or reevaluation. Class 1 ADSMs are worldwide deployable.
- Class 2: Patients with current dental examination whose oral conditions are unlikely to result in dental emergencies within 12 months. Class 2 ADSMs are worldwide deployable.
- Class 3: Patients who require urgent or emergent dental treatment. Class 3 ADSMs normally are not considered to be worldwide deployable.

## ***dental service point of contact (DSPOC)***

A dentist or dental technician assigned as the federal government point of contact for all dental issues arising from care rendered to ADSMs in the civilian community. Dental technicians review simple cases and policy questions based on algorithms. Dentists review dental care for appropriateness and more complex cases. The DSPOC positions are established within the DHA Dental Program Section to provide a means to identify, manage, and provide dental oversight of civilian dental care provided to ADSMs.

## ***dental treatment facility (DTF)***

A facility operated by the military that provides dental care to ADSMs. DTFs have responsibility for management of all ADSMs within their service areas even if that ADSM is not in the same branch of service as the installation where assigned. DTFs also manage the care of non-ADSMs, like National Guard or Reserve members not on active duty status or who have a dental Line of Duty determination.

## ***dentist***

A Doctor of Dental Medicine (DMD), Doctor of Dental Surgery (DDS), or doctor with an equivalent dental

degree, who is licensed to practice dentistry by an appropriate authority.

## ***diagnostic services***

Category of dental services including clinical oral examinations, radiographic examinations, and diagnostic laboratory tests and examinations provided in connection with other dental procedures authorized as ADDP benefits.

## ***emergency care***

Care which includes any treatment necessary to relieve pain, treat infection, control hemorrhaging, or repair broken fillings by placement of temporary or permanent fillings (not crowns). Root canal treatment and extractions may be included if needed to relieve the pain and infection. Crowns, implants, bridges, and dentures are not considered emergency care.

## ***endodontics***

The etiology, prevention, diagnosis, and treatment of diseases and injuries affecting the dental pulp, tooth root, and periapical tissue.

## ***fraud***

For purposes of the ADDP, fraud is defined as:

(1) A deception or misrepresentation by a dentist, beneficiary, sponsor, or any person acting on behalf of a dentist, sponsor, or beneficiary with the knowledge (or who had reason to know or should have known) that the deception or misrepresentation could result in some unauthorized ADDP benefit to self or some other person, or some unauthorized ADDP payment, or

(2) A claim that is false or fictitious, or includes or is supported by any written statement which asserts a material fact which is false or fictitious, or includes or is supported by any written statement that (a) omits a material fact and (b) is false or fictitious because of such omission and (c) is a statement in which the person making, presenting, or submitting such statement has a duty to include such material fact. It's presumed that, if a deception or misrepresentation is established and an ADDP claim is filed, the person responsible for the claim had the requisite knowledge. This presumption is refutable only by substantial evidence. It's further presumed that the dentist of the services is responsible for the actions of all individuals who file a claim on

behalf of the dentist; this presumption may only be rebutted by clear and convincing evidence.

### ***Line of Duty (LOD)***

An LOD provides approved dental care for a Reserve Component member who requires dental treatment related to an injury or illness incurred during training or duty-related incident. The responsibility for determining eligibility for treatment rests with military medical authorities in accordance with published service regulations and Defense Health Agency guidance. The care may be received after a member is inactivated provided that the appropriate LOD documentation is on file.

### ***military dental clinic***

Another name for a military dental treatment facility. See “dental treatment facility.”

### ***network dentist***

A dentist or dental hygienist who has agreed to accept United Concordia’s fee allowances as payment for ADDP covered dental services.

### ***non-network dentist***

A dentist or dental hygienist that furnished dental services to an ADSM, but who has not agreed to accept United Concordia’s fee allowances as payment for ADDP covered dental services. Use of a non-network dentist must be pre-approved by United Concordia before care is received.

### ***oral and maxillofacial surgery***

Surgical procedures performed in the oral cavity or maxillofacial region.

### ***oral surgeon***

A person who has received a degree in dentistry and has completed residential training in oral and maxillofacial surgery, that is, that branch of the healing arts that deals with the diagnosis and the surgical correction and adjunctive treatment of diseases, injuries, and defects of the mouth, the jaws, and associated structures.

### ***orthodontics***

The supervision, guidance, and correction of the growing or mature dentofacial structures, including

those conditions that require movement of teeth or correction of malrelationships and malformations of their related structures and adjustment of relationships between and among teeth and facial bones by the application of forces and/or the stimulation and redirection of functional forces within the craniofacial complex.

### ***outside the continental United States (OCONUS)***

In reference to the ADDP OCONUS service area: Includes all other countries, island masses and territorial waters not considered to be within the continental United States (CONUS) service area. See “continental United States (CONUS).”

### ***periodontics***

The examination, diagnosis, and treatment of diseases affecting the surrounding and supporting structures of the teeth.

### ***preventive services***

Dental care services to prevent dental disease, including traditional prophylaxis, scaling deposits from teeth, polishing teeth, topical application of fluoride to teeth, sealants, and more.

### ***prosthodontics***

The diagnosis, planning, making, insertion, adjustment, refinement, and repair of artificial devices intended for the replacement of missing teeth, deficient teeth that can’t be corrected with direct restorations, and associated tissues.

### ***referral***

The act or an instance of a military dental clinic that refers an ADSM to a civilian dentist for dental care under the ADDP.

### ***remote active duty service member***

An active duty service member who works and lives more than 50 miles from a military dental clinic in the ADDP CONUS service area or are enrolled in TRICARE Prime Remote Overseas in the ADDP OCONUS service area.

### ***restorative services***

Restoration of teeth including those procedures commonly described as amalgam restorations, resin restorations, pin retention, and stainless steel crowns for primary teeth.

### ***routine care***

Covered benefits for remote ADSMs that require an Appointment Control Number (ACN). Routine care includes diagnostic (exams and X-rays), preventive (cleanings), routine restorations (amalgam or composite [tooth-colored] fillings), and single tooth extractions that does not exceed \$750 (U.S. dollars) per appointment or \$1,500 (U.S. dollars) for treatment plans. It doesn't include crowns or other specialty care.

### ***routine care appointment***

A routine appointment is for care such as a bi-annual or annual exam in addition to preventive services (for example, cleaning and application of fluoride).

### ***sealants***

A material designed for application on specified teeth to seal the surface irregularities to prevent ingress of oral fluids, food, and debris to prevent tooth decay.

### ***specialty care***

Dental care that isn't considered routine or emergency care. For example: prosthodontics (crowns/bridges), implants, periodontics (gum treatment), oral surgery, and orthodontics (braces). Specialty care includes any routine care that exceeds \$750 (U.S. dollars) per appointment or \$1,500 (U.S. dollars) for treatment plans.

### ***TRICARE OCONUS Preferred Dentist (TOPD)***

A dentist who has signed an agreement with the United Concordia agreeing to abide to the applicable ADDP requirements and standards of care for the ADDP OCONUS service area country in which they practice. A TOPD submits claims directly to United Concordia for authorized and/or covered services rendered to ADSMs.



# Directory of Resources

## Online

Visit [www.tricare.mil/addp](http://www.tricare.mil/addp) or  
[www.addp-ucci.com](http://www.addp-ucci.com)

## Customer Service, Appointment Scheduling, and General Inquiries

ADDP Customer Service  
P.O. Box 69430  
Harrisburg, PA 17106-9430

## CONUS

*The 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*

### CONUS Claim Submissions

United Concordia Companies, Inc.  
ADDP Claims - CONUS  
P.O. Box 69429  
Harrisburg, PA 17106-9429

### CONUS Customer Service

1-866-984-2337

## OCONUS

*All other countries, island masses, and territorial waters outside of the 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*

### OCONUS Claim Submissions

United Concordia Companies, Inc.  
ADDP Claims - OCONUS  
P.O. Box 69497  
Harrisburg, PA 17106-9497

### OCONUS Customer Service

1-844-653-4058 (toll-free)  
Country-specific access codes can be found on the ADDP website: [www.addp-ucci.com](http://www.addp-ucci.com)

## ADDP Grievances

1800 Center Street  
2AL4  
Camp Hill, PA 17089  
Fax: 1-717-635-4560

## Fraud and Abuse

United Concordia Companies, Inc.  
Special Investigations Unit  
1800 Center Street  
Suite 2B 220  
Camp Hill, PA 17011  
Fax: 1-877-603-6091

## Other TRICARE-Related Listings

### Defense Manpower Data Center Support Office

Defense Manpower Data Center Support Office  
400 Gigling Road  
Seaside, CA 93955  
Verify Eligibility: 1-800-538-9552

## Civilian Dentist Listings

Visit [www.addp-ucci.com](http://www.addp-ucci.com)

