



# HEALTH MATTERS

A PUBLICATION FOR TRICARE® BENEFICIARIES

The Dentist is In ...

## New Safety Procedures at Your Next Appointment



COL Christensen Hsu  
Chief, TRICARE Dental  
Care Section  
Defense Health Agency

The national emergency due to the pandemic has changed our daily lives. Along the way, you probably had to cancel a regular dental cleaning. Maybe your orthodontist postponed your child's braces appointment. These actions followed guidance from the American Dental Association (ADA) and Centers for Disease Control and Prevention to slow the spread of the coronavirus. Depending on local conditions, many places near you may have reopened—including your local dentist office. It's a good time to check with your dental provider to see if they can schedule or reschedule your non-emergency procedure.

As you ease back into your appointments, you'll notice changes that dental offices have made to protect the health of patients, dental staff, and the community. Based on recommendations from the ADA, here are some changes you could see at your next appointment:

- Your dental office may call you before your appointment and ask questions about your current health status. Your temperature may be taken before your procedure.
- You should bring and wear a cloth face covering. You could be asked to wait outside until the dental team is ready to see you.
- Dental staff may wipe down items that are touched, like pens, clipboards, and furniture. Your dentist may use different PPE than you're familiar with.

After dental appointments, staff will use disinfectants to thoroughly clean areas where patients have been.

By following the steps above—and other safety precautions from your dentist—you can minimize your risk of infection. Be sure to talk to your dentist if you have questions. For more health and safety tips from the ADA, visit [www.ada.org](http://www.ada.org). To learn more about your dental benefit or to find a dentist in your area, visit [www.uccitdp.com](http://www.uccitdp.com).

Thank you,

COL Christensen Hsu



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### ISSUE HIGHLIGHTS

#### Ask a Dentist

Read some of the most frequently asked questions about TDP coverage and oral health. **See page 2.**

#### Have You Signed into My Account Lately?

My Account is your one-stop shop for managing your TDP account online. **See page 3.**

#### Changes to Your TDP Annual Maximum

Due to COVID-19, the annual maximum for TRICARE Dental Program (TDP) enrollees was raised by United Concordia. **See page 4.**

## Ask a Dentist

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Are you looking to keep that healthy smile? Practicing good oral hygiene is the key to keeping your gums and teeth healthy. Having a good dentist helps, too. When you're looking for a new dentist, you may have questions about who you can see and if they accept your insurance. You may also have questions about covered services. Whether you're in the CONUS or OCONUS service area, the TRICARE Dental Program (TDP) is committed to helping you find the right dentist and answering your questions.

The following is a blend of some of the most frequently asked questions (FAQs) about TDP coverage and oral health:

### Question: Can I visit any dentist?

**Answer:** Yes. As a TDP enrollee, you may visit any dentist. But, by visiting a network dentist, you could experience much lower out-of-pocket costs. You won't have to pay more than your cost-share for covered services. Dentists who haven't signed a contract with United Concordia are non-network dentists. You can see non-network dentists, but you could pay more out of pocket and may have to file your own claims. Do you live overseas? You can use the OCONUS Find a Dentist Tool at [www.uccitdp.com/tp2opd](http://www.uccitdp.com/tp2opd) to find a dentist near you. You can learn more about network and non-network dentists by reading the *TRICARE Dental Program Handbook* at [www.tricare.mil/publications](http://www.tricare.mil/publications).

### Question: As communities reopen in response to COVID-19, when should I resume my dental appointments?

**Answer:** Talk to your dentist and follow state and local guidelines. Dental offices are following new infection control and social distancing practices, so you can feel safe when you return. To learn more about COVID-19 and dental coverage:

- Go to [www.uccitdp.com](http://www.uccitdp.com) and click on "Learn More" next to "Important COVID-19 information for TDP enrollees."
- Visit the TRICARE Coronavirus FAQs page at [www.tricare.mil/covid19faqs](http://www.tricare.mil/covid19faqs).

### Question: When should I get a new toothbrush?

**Answer:** The American Dental Association recommends replacing your toothbrush every three to four months or sooner if the bristles look worn out. If you're recovering from a cold, be sure to replace your toothbrush so you don't risk getting sick again. Get more helpful tips at [www.ada.org/en/member-center/oral-health-topics/toothbrushes](http://www.ada.org/en/member-center/oral-health-topics/toothbrushes).

### Question: Is my dentist required to know what TDP covers?

**Answer:** No. It's your responsibility to know your benefits and out-of-pocket expenses before you approve or receive treatment. Not sure of your covered benefits? Download the *TRICARE Dental Program Handbook* at [www.tricare.mil/publications](http://www.tricare.mil/publications) or see a complete list by logging in to My Account at [www.uccitdp.com](http://www.uccitdp.com).

### Question: How long must I remain enrolled in TDP?

**Answer:** Once you enroll in TDP, you agree to remain enrolled for a minimum of 12 months. After you complete the initial 12-month enrollment period, coverage will continue on a month-to-month basis.

### Question: Are anesthesia services a covered benefit?

**Answer:** Yes, under certain conditions. Anesthesia is covered if it's being provided with a definitive service that's covered under TDP. Your anesthesia must be medically or dentally necessary for persons with certain disabilities, uncontrollable patients, or for justifiable medical or dental conditions. Your dentist should submit a report documenting why anesthesia was needed.

You can see answers to more questions about TDP and your dental benefits by going to [www.uccitdp.com](http://www.uccitdp.com) and clicking on "FAQs" when hovering over "Contact Us" on the menu bar. ★

## Keep Your DEERS Information Updated

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Do you plan to see a dentist soon? Make sure your information in the Defense Enrollment Eligibility Reporting System (DEERS) is up to date. United Concordia, the TRICARE Dental Program (TDP) contractor, uses DEERS to verify your eligibility for dental benefits. You should update DEERS anytime you have a life event, including moving to a new address, getting married or divorced, or having a child.

Your TDP enrollment information must match what's in DEERS. Be sure to pay close attention to your records. If you don't update your address when you move or report when a former dependent is no longer eligible, you could also face administrative, disciplinary, or other action.

You can make changes to your DEERS records online, in person, by phone, or by mail.

To add or remove a family member:

- Online: Log in to milConnect at <https://milconnect.dmdc.osd.mil>
- Phone: Call **1-800-538-9552** (TTY/TDD: 1-866-363-2883) or fax updates to **1-800-336-4416**
- In person: Visit a local Uniformed Services ID card office. Find an office near you at <https://idco.dmdc.osd.mil/idco/>
- Mail: Mail updates to:

Defense Manpower Data Center Support Office  
Attention: COA  
400 Gigling Road  
Seaside, CA 93955-6771

Find more information about DEERS at [www.tricare.mil/deers](http://www.tricare.mil/deers). ★



## Have You Signed into My Account Lately?

“My Account,” available at [www.uccitdp.com](http://www.uccitdp.com), is your one-stop shop for managing your TRICARE Dental Program account online. All you need is your DS Logon to sign in. With My Account, you can do more than just pay your bill online. It's available 24 hours a day and allows a fast, convenient, and easy way to:

- Review your coverage
- See your claim history
- Access your messages
- Register a chronic condition
- Find a TDP network dentist near you

Do you want to learn more about My Account? Watch a video tutorial of how to navigate it by going to [www.uccitdp.com](http://www.uccitdp.com) and clicking on “My Account.” You can also learn more about covered dental services and enrollment options by downloading the *TRICARE Dental Program Handbook* at [www.tricare.mil/publications](http://www.tricare.mil/publications). ★

## Changes to Your TDP Annual Maximum

In response to COVID-19, the annual maximum for TRICARE Dental Program (TDP) enrollees was raised by United Concordia. TRICARE Dental Program (TDP) enrollees now have an additional \$300 of coverage for their dental care this contract year. The contract year runs from May 1, 2020 to April 30, 2021. It's the latest of recent TRICARE changes introduced to improve your access to care during the national emergency due to the coronavirus pandemic.

“This is a crucial increase that will help so many people,” said COL Christensen Hsu, chief of the TRICARE Dental Care Section at the Defense Health Agency. “We understand the financial impact COVID-19’s had on military families. With patients starting to resume their dental appointments, this move comes at the right time.”

If you're enrolled in TDP, here's what you need to know about the change:

- Your annual maximum increased from \$1,500 to \$1,800.
- This increase is in effect for this contract year (May 1, 2020–April 30, 2021).
- It applies to enrollees in the TDP CONUS and OCONUS service areas.
- It's automatic and doesn't require you to do anything.

The change to your TDP annual maximum may help you continue to get covered dental services from your provider and prevent you from having to pay more out of pocket. Keep in mind that the additional \$300 doesn't apply to all services. For example, orthodontic care has a lifetime maximum, which is separate from your annual one. However, the increase does apply to certain diagnostic care. To learn more about TDP maximums and covered dental services, read the *TRICARE Dental Program Handbook* at [www.tricare.mil/publications](http://www.tricare.mil/publications) or visit [www.uccitdp.com](http://www.uccitdp.com).

Did you know that United Concordia is providing payment to dental providers for personal protective equipment, or PPE, as a result of the pandemic? United Concordia is reimbursing providers per patient, per visit, for dates of service from May 1 through Sept. 30 of this year. This helps your dental provider cover the costs associated with purchasing additional PPE



related to COVID-19. This PPE payment applies to both TDP and the Active Duty Dental Program.

Looking for a dentist? If so, you can use the Find a Dentist Tool by going to [www.uccitdp.com](http://www.uccitdp.com). If you're overseas, use the OCONUS Find a Dentist tool at [www.uccitdp.com/tp2opd](http://www.uccitdp.com/tp2opd).

Take advantage of the increase to your TDP annual maximum so that you can get the care you need. If you have questions about your dental coverage, reach out to United Concordia by calling **1-844-653-4061** (CONUS) or **1-844-653-4060** (OCONUS). And use resources available on [www.tricare.mil](http://www.tricare.mil) and the TDP website. ★



# HEALTH MATTERS

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 TRICARE Dental Program  
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## CHECK THIS OUT...

### Changes to Your TDP Annual Maximum

If you're enrolled in TDP, your annual maximum increased from \$1,500 to \$1,800. This increase is in effect for this contract year (May 1, 2020–April 30, 2021). **See page 4.**

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## Looking for a Pediatric Dentist? Use the Find a Dentist Tool

The dog days of summer are here. That means cold treats, like lemonade and ice cream, are popular. But too much sugar may be harmful to your child's teeth. The American Dental Association recommends consuming sugar in moderation and choosing a balanced diet that includes fruits and vegetables. See more helpful things to know about foods and dental health at [www.mouthhealthy.org/en/nutrition/food-tips](http://www.mouthhealthy.org/en/nutrition/food-tips).

Don't forget to keep dental hygiene in mind, too. Make sure your child is regularly brushing and flossing his or her teeth. Your child should also see a dentist twice a year or every six months. Do you need help finding a dentist? Use the Find a Dentist Tool at [www.uccitdp.com](http://www.uccitdp.com). This online tool allows you to search for network dentists near you by name, location, or specialty. Stay cool, and keep your child's teeth healthy and strong this summer. ★

### TRICARE DENTAL PROGRAM RESOURCES

[www.uccitdp.com](http://www.uccitdp.com)

#### ENROLLMENT AND BILLING SERVICES

1-844-653-4061 (CONUS)

1-844-653-4060 (OCONUS)  
 1-717-888-7400 (OCONUS)

711 (TDD/TTY)

#### CLAIMS FILING

CONUS:  
 United Concordia  
 TRICARE Dental Program  
 P.O. Box 69451  
 Harrisburg, PA 17106

OCONUS:  
 United Concordia  
 TRICARE Dental Program  
 P.O. Box 69452  
 Harrisburg, PA 17106

#### BENEFICIARY WEB ENROLLMENT

<https://milconnect.dmdc.osd.mil>