

## Instructions for Completing Member Dental Claim Form

1. Completion of this form is only necessary if you visit a **non-network dentist**. Network dentists will complete and submit all necessary paperwork for you.
2. Please print clearly or type all required information.
3. **Patient Section:** The subscriber or spouse should complete the Patient Section of the form (**Items 3 through 22**) to assure positive identification and prompt payment.
4. **Patient Consent:** The patient consent statement is **Item 36** on the form. If the patient is a minor, a parent must sign the statement. Other authorized representatives include caretaker, guardian or other individual as appropriate under state law and the circumstances of the case.

By signing the statement, the patient (or parent or other authorized representative), consents to the use and disclosure of information relating to the services provided by the dentist or health care professional for the purpose of treatment, payment or health care operation, including submission of a claim for dental benefits to a provider or administrator of dental benefits.

5. **Assignment of Benefits:** The Assignment of Benefits statement is **Item 37** on the form. If you wish United Concordia to make payment directly to the dentist, please sign and date this statement. If you wish benefits to be paid directly to yourself, do not sign the statement.
6. **Dentist Section:** Your dentist should complete **Items 1 – 2, 23 – 35, and 38 – 58** on the claim form; then sign and date the form. If your dentist does not agree to complete the Dentist Section, you need only to complete the following items on the claim form and attach a copy of the itemized statement of services you receive from the dentist. This information will serve as proof that you were seen and had services performed by this dentist:

**Item 48:** Dentist name

**Item 48:** Dentist mailing address

**Item 52a:** Dentist office phone number

**Please mail your completed Claim Form to: Dental Claims**  
**P.O. Box 69421**  
**Harrisburg, PA 17106-9421**

## Discrimination is Against the Law

The Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity. The Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex assigned at birth, gender identity or recorded gender. Furthermore, the Plan will not deny or limit coverage to any health service based on the fact that an individual's sex assigned at birth, gender identity, or recorded gender is different from the one to which such health service is ordinarily available. The Plan will not deny or limit coverage for a specific health service related to gender transition if such denial or limitation results in discriminating against a transgender individual.

The Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters.
  - Information written in other languages.

If you need these services, contact the Civil Rights Coordinator.

If you believe that the Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex stereotypes and gender identity, you can file a grievance with: Civil Rights Coordinator, P.O. Box 22492, Pittsburgh, PA 15222, Phone: 1-866-286-8295, TTY: 711, Fax: 412-544-2475, email: [CivilRightsCoordinator@highmark.com](mailto:CivilRightsCoordinator@highmark.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

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| English                           | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-332-0366 (TTY: 711).                             |
| Español<br>(Spanish)              | ATENCIÓN: Si habla español, le ofrecemos servicios gratuitos de asistencia lingüística. Llame al 1-800-332-0366 (TTY: 711).                                      |
| 繁體中文<br>(Chinese)                 | 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-332-0366 (TTY: 711)。  |
| Tiếng Việt<br>(Vietnamese)        | CHÚ Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-800-332-0366 (TTY: 711).                           |
| 한국어<br>(Korean)                   | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-332-0366 (TTY: 711) 번으로 전화해 주십시오.   |
| Tagalog<br>(Tagalog - Filipino)   | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-332-0366 (TTY: 711).          |
| Русский<br>(Russian)              | ВНИМАНИЕ: Если вы говорите на русском языке, вам доступны бесплатные услуги перевода. Звоните 1-800-332-0366 (телетайп: 711).                                    |
| العربية<br>(Arabic)               | يرجى الانتباه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية المجانية. اتصل على 1-800-332-0366 (TTY: 711).   |
| Kreyòl Ayisyen<br>(French Creole) | ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis èd nan lang ki disponib gratis pou ou. Rele nimewo 1-800-332-0366 (TTY: 711).                                     |
| Français<br>(French)              | ATTENTION : si vous parlez français, des services d'assistance linguistique vous sont proposés gratuitement. Appelez le 1-800-332-0366 (ATS: 711).               |
| Polski<br>(Polish)                | UWAGA: jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-332-0366 (TTY: 711).                                    |
| Português<br>(Portuguese)         | ATENÇÃO: se você fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para 1-800-332-0366 (TTY: 711).                                 |
| Italiano<br>(Italian)             | ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-332-0366 (TTY: 711). |
| Deutsch<br>(German)               | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Dienste für die sprachliche Unterstützung zur Verfügung. Rufnummer: 1-800-332-0366 (TTY: 711).       |
| 日本語<br>(Japanese)                 | 注意事項：日本語をお使いの方は、言語面でのサポートを無償でご利用いただけます。1-800-332-0366（TTY: 711）まで、お電話にてご連絡ください。  |
| فارسی<br>(Farsi)                  | توجه: اگر به زبان فارسی صحبت می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-332-0366 تماس بگیرید. (TTY: 711)                               |