

Reporting of Inaccurate Directory Information

If directory information appears to be inaccurate, please call United Concordia at **1-844-397-4180**, or contact us by email at the following address:

ProviderStateMandateInquiry@ucci.com

You may also submit a complaint if you believe that you reasonably relied upon materially inaccurate, incomplete, or misleading directory information. To file a complaint, please contact United Concordia Dental Customer Service using the phone number on the back of your ID card.

Federal Americans with Disabilities Act

Enrollees are entitled to full and equal access to covered services, including enrollees with disabilities as required under the Federal Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

How United Concordia Builds Dental Networks

To build our dental networks, we look at many geographic and market factors including how many practicing primary and specialty dentists there are in a specific area to help us determine if there are enough dentists available to meet the dental health care needs of or our members. Additional factors such as access and availability, credentialing standards, participating dentist agreement requirements and quality standards also serve a vital role in building our networks.

To be eligible to participate in United Concordia's networks a dentist must:

- Hold an active, valid license to practice dentistry in the state(s) in which they practice.
- Complete a United Concordia or state-specific Credentialing Application.
- Demonstrate a utilization review pattern acceptable to United Concordia.
- Hold current professional liability insurance.
- Have no current sanction, termination or other peer review action by a professional review body, state dental board or Health and Human Service (HHS).
- Hold an active unrestricted federal Drug Enforcement Agency (DEA) certificate, if applicable.

Participating dentists are re-credentialed every three years. On an ongoing basis, we monitor for any sanctions, loss of license, fraud, waste or abuse activity and any potential quality of care concerns.

Source of Directory Information

The information included in this directory is supplied by the provider and verified during United Concordia's credentialing and recredentialing process.

Important Information Regarding Directory Accuracy For Hawaii Enrollees

The information included in this directory is accurate as of the date of printing. Please consult United Concordia's electronic provider directory on its website or call customer service to obtain current directory information.

Important Information for Texas DHMO Enrollees

The Texas Administrative Code requires that Health Maintenance Organizations (HMOs) disclose service area adequacy information, as defined by 28 TAC § 11.1612.

Our Service Area is comprised of the following counties. Those counties marked with an asterisk (*) are those which have a Network Access Plan. Contact Customer Service to obtain assistance in finding a network dentist or obtaining a copy of the Access Plan.

Bastrop*, Bell*, Bexar*, Brazoria, Brazos*, Chambers, Collin*, Comal*, Dallas*, Denton*, El Paso*, Ellis*, Falls*, Fort Bend, Galveston, Grayson*, Grimes*, Guadalupe*, Harris, Hays*, Hill*, Jefferson*, Johnson*, Kaufman*, Liberty, McLennan*, Midland*, Milam*, Montgomery, Orange*, Robertson*, Rockwall*, Smith*, Tarrant*, Tom Green*, Travis*, Upshur*, Van Zandt*, Walker*, Waller, Webb*, Williamson*

Language Assistance Services for California Enrollees

English	ATTENTION: If you speak English, you have the right to language assistance services at no charge to you, including interpretation services and translated written documents in your preferred language. Call 1-800-332-0366 (TTY: 711) for assistance.
Español (Spanish)	ATENCIÓN: Si habla español, tiene derecho a servicios de asistencia lingüística sin coste alguno, incluidos servicios de interpretación y traducciones de documentos escritos en la lengua que desee. Llame al 1-800-332-0366 (TTY: 711) para más información.
繁體中文 (Chinese)	注意：如果您的語言是繁體中文，您有權免費使用語言協助服務，包括以您偏好的語言提供的口譯服務和翻譯的書面文件。如需協助，請致電 1-800-332-0366 (TTY: 711)。
Tiếng Việt (Vietnamese)	LƯU Ý: Nếu quý vị nói Tiếng Việt, bạn sẽ có quyền hưởng miễn phí dịch vụ hỗ trợ ngôn ngữ, bao gồm dịch vụ phiên dịch và tài liệu bằng văn bản được dịch sang ngôn ngữ bạn chọn. Gọi điện đến số 1-800-332-0366 (TTY: 711) để được hỗ trợ.
Tagalog (Tagalog)	PANSININ: Kung nagsasalita ka ng Tagalog, may karapatan ka sa mga serbisyong tulong sa wika nang wala kang babayaran, kabilang ang mga serbisyo sa pagsalin at mga nakasulat na dokumento na naisalin sa iyong pinipiling wika. Tumawag sa 1-800-332-0366 (TTY: 711) para sa tulong.
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 원하는 언어로의 번역 서비스 및 번역된 서면 문서를 포함하여, 언어 지원 서비스를 무료로 사용할 수 있습니다. 도움이 필요하면 1-800-332-0366 (TTY: 711) 번으로 전화해 주십시오.
Հայերեն (Armenian)	ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Դուք հայերեն եք խոսում, Դուք իրավունք ունեք անվճար ստանալ լեզվական աջակցության ծառայություններ, այդ թվում նաև՝ բանավոր թարգմանության և փաստաթղթերի գրավոր թարգմանության ծառայություններ՝ Ձեր նախընտրած լեզվով: Օգնություն ստանալու համար զանգահարեք 1-800-332-0366 (TTY՝ 711) հեռախոսահամարով:
سراف (Farsi)	تامدخ لمج زا ،دینک هدفستسا ناگیار تروصب ینابز تالی هست تامدخ زا دیراد قح ،دینک یم تبصح یراف نابز هب رگا: هجوت دیر یگب سامت (711: پیات هلت) 1-800-332-0366 اب .ناتدوخ یباختنا نابز هب هدش مچرت یبتک دانسا و یهافش مچرت
Русский (Russian)	ВНИМАНИЕ: Пользователям, разговаривающим на русском языке, бесплатно предоставляются службы языковой поддержки, включая услуги устного перевода и письменного перевода документов на предпочитаемый язык. Тел. службы поддержки 1-800-332-0366 (TTY: 711).
日本語 (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。サービスには、選択された言語による通訳や文書の翻訳も含まれます。サポートが必要な場合は、1-800-332-0366 (TTY: 711)まで、お電話にてご連絡ください。
آببرعلا (Arabic)	تمجرتلا تامدخ لکلذ یف امب ،مجاناً آببرعلا لادعاسلا تامدخ یلع لوصحلا یف قحلا کلیدل ،آببرعلا شدحتت تنک اذا :هیبنت لوصح لیل (711: فیصنلا لئاسرلا تمجذ) 1-800-332-0366 مقرلا یلع لصتا .لضفملا کتغلب تمجرتلا قبتکلا تادنتملا او لادعاسلا یلع
ਪੰਜਾਬੀ (Punjabi)	ਪਿਆਰ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਕੋਲ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਲੈਣ ਦਾ ਹੱਕ ਹੈ, ਜਿਸ ਵਿੱਚ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਵਿੱਚ ਦੁਬਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਅਤੇ ਅਨੁਵਾਦ ਕੀਤੇ ਗਏ ਲਿਖੇ ਹੋਏ ਦਸਤਾਵੇਜ਼ ਸ਼ਾਮਲ ਹਨ। ਸਹਾਇਤਾ ਲਈ 1-800-332-0366 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
កម្ពុជា (Cambodian)	ប្រការត្រូវចងចាំ: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ លោកអ្នកមានសិទ្ធិទទួលបានជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃពីលោកអ្នកដោយរួមបញ្ចូលទាំងសេវាកម្មបកប្រែផ្ទាល់មាត់ និងឯកសារដែលបានបកប្រែជាលាយលក្ខណ៍អក្សរជាភាសាដែលលោកអ្នកពេញចិត្ត។ សូមហៅមកកាន់លេខ 1-800-332-0366 (TTY: 711) ដើម្បីទទួលបានជំនួយ។
ຊົນເຜົ່າລາວສູງ (Hmong)	ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາມົ້ງ, ທ່ານມີສິດໄດ້ຮັບການບໍ່ລິການບໍ່ເວົ້າພາສາໂດຍບໍ່ເສຍຄ່າ ຈຳເລີຍ ຈົ່ງລະບົບການບໍ່ລິການ ຈຳເປັນພາສາ ແລະ ການແປເອກະສານເປັນລາຍລະອຽດ ກ່ອນ ກະສອນເປັນພາສາທັງ ທ່ານເວົ້າ. ກະລຸນາ ໂທຫາເບີ 1-800-332-0366 (TTY: 711) ເພື່ອຂໍ ຄວາມຊ່ວຍເຫຼືອ.
हिंदी (Hindi)	ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपको बिना किसी शुल्क के भाषा में सहायता संबंधित सेवाएँ प्राप्त करने का अधिकार है, जिसमें शामिल हैं इंटरप्रेटर की सेवाएँ और आपकी पसंदीदा भाषा में अनुवादित लिखित दस्तावेज़. सहायता के लिए 1-800-332-0366 (TTY: 711) पर कॉल करें.
ไทย (Thai)	โปรดทราบ หากภาษาพูดของคุณคือภาษาอังกฤษ คุณมีสิทธิที่จะได้รับความช่วยเหลือทางด้านภาษาโดยไม่มีค่าใช้จ่ายใด ๆ รวมถึงการบริการคำแปลและกาแปลเอกสารที่แปลเป็นภาษาที่คุณต้องการ หากต้องการความช่วยเหลือ กรุณาติดต่อ 1-800-332-0366 (TTY: 711)