



United Concordia Dental's IVR System

What is so great about the IVR system?

- It's free, easy to use and available 24 hours a day, 7 days a week.
- The voice recognition feature allows you to say what you are calling us about.
- You can obtain information by voice, fax, mail or email. Just follow the instructions.
- Obtain access to your dental information, including claim status, benefits and coverage information.
- It offers provider directories.

Our simple to use IVR system will help you obtain information about your dental insurance.

Quick-Step User's Guide

To use the IVR, call the toll-free number on the back of your ID card and tell us who you are, **"member."**

Navigate through the IVR system to retrieve your desired information about your dental benefits for yourself or any family member under the age of 18. You can always have instructions repeated by saying "repeat." Or you can reach a live representative during normal business hours by saying "agent" or press "0."

Say "Coverage Information" or press 1	Say "Claim Status" or press 2	Other Options
<ul style="list-style-type: none"> • Coverage <ul style="list-style-type: none"> – Effective Date – Group Name – Network Name • Benefit Information <ul style="list-style-type: none"> – Summary – Details 	<ul style="list-style-type: none"> • Say or Enter Date of Service • Listen to Status of the Claim 	<ul style="list-style-type: none"> • Provider Questions, or press 3 • ID Cards, or press 4 • Billing, or press 5 • Dental History, or press 6 • Something Else, or press 7 <ul style="list-style-type: none"> – Update Primary Dentist (DHMO Only) – Find a Dentist – Orthodontic Information – Deductible and Maximum Accumulation – Copayment Schedule (DHMO Only)