A Guide to Understanding
Updates That Make It
Even Easier to Work with
United Concordia Dental
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**My Patients’ Benefits Enhancements available in October 2015**

United Concordia Dental is pleased to announce our new and improved My Patients’ Benefits tool, available in early October 2015. We know how valuable your time is, so we redesigned the tool to allow you to more quickly and easily verify the eligibility and benefits of your members. It’s all part of our commitment to making it easy for you to do business with us. You will still have access to all the same valuable information; however, we streamlined the process, and now bring the most critical information to you on one screen.

We’d like to thank those Provider offices and representatives who shared their valuable insight and guidance with us that enabled us to listen and improve the tool, as well as for their assistance in testing.

We have created this reference tool to assist you while you familiarize yourself with the changes.

**Welcome Page & Patient Search Function**

To simplify the patient search functionality, you no longer have to enter the United Concordia Provider Number on the entry page. The new screen is reflected below.

**Member Search**

We’ve redesigned the Member Search feature, adding an easy to use search bar as seen below.
Taxpayer Identification Number (TIN) Level Processing

All Providers registered in MPB utilizing the same Tax ID Number (TIN) can now view all claims and orthodontic treatment plans for a selected member returned from a member search. This view is now available regardless of which ‘billing’ provider under that TIN performed the services.

Claims History

The default view in “Claims History” has been changed to reflect the past twelve (12) months instead of ninety (90) days. You can also search for older claims by using the ‘Custom Range’ option available on the drop down.

We added a new feature to indicate if there have been any new claims within the past 90 days.
Orthodontic Treatment

We’ve made it easier to determine if there is an active Ortho Treatment plan available. Clicking on this option will display the Ortho Treatment Plan details.

Eligibility/Enrollment

You can still obtain the following eligibility and enrollment for a selected Member, but you’ll now notice a new look in the results for the following information:

- Patient Address
- Group Number
- Group Name
Active or Inactive Coverage

We’ve made it easy for you to determine whether coverage is Active or Inactive using strong visual clues. This information will now be displayed as it appears below.

Network Participation

Network participation for the selected dentist and member will be displayed one of two ways:
**Procedure Search**

You still have the ability to perform a "Procedure Code" search, but the functionality has been expanded to include:

- Calculation of patient allowances for a specific procedure
- Procedure dictionary
- Benefit category details
- Procedure service history
Procedure Search continued...

### Procedure Service History

<table>
<thead>
<tr>
<th>Start</th>
<th>End</th>
<th>Proc</th>
<th>Tooth</th>
<th>Surface</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/23/14</td>
<td>01/23/14</td>
<td>D3310</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>01/14/13</td>
<td>01/14/13</td>
<td>D3310</td>
<td>23</td>
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<tr>
<td>01/10/12</td>
<td>01/10/12</td>
<td>D3310</td>
<td>27</td>
<td></td>
</tr>
</tbody>
</table>

Notice: Procedure histories are informational only; not a guaranty of payment.

### Allowances

We have a new look for viewing allowances for a specific procedure code.

### Maximum Allowable Charge (MAC) Schedules

You are still able to view and print a complete Fee Schedule, applicable to the member, but we’ve now added the option for you to change the provider ID to any other provider sharing the same Tax ID number.

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National Fee-for-Service Advantage

Schedule of Maximum Allowable Charges as of 06/18/2015

Provider: [redacted]  Region: 013  Zip Code: 33966
Copays (DHMO)

You will be able to view copayment schedules for members with DHMO benefits.
**Maximum and Deductible Information**

This critical information is now available on the main screen.

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**Benefit Detail**

We have made the benefit detail easier to read.

- Reattachment Of Tooth Fragment (D2921)
- Incomplete Endodontic Therapy (D3332)
- Surgical Isolated-Rubber Dam (D3910)
- Bleaching (D9972, D9973, D9974, D9975)
- Sales Tax (D9985)
- Missed Appointment (D9986)
- Cancelled Appointment (D9987)