Network Participation Guide
Quick Reference for New PPO Dentists

The Value of Participation

- Efficient Claims Processing
- Convenient Online Tools and Information
- Value-Added Benefits and Discounted Services
- Timely and Informative Communications
When you join United Concordia’s network, you become a truly valued partner. Our goal is to provide you with a hassle-free experience; therefore, we have developed this guide to include key facts and frequently asked questions to help improve your application process.

**Eligibility**

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 s/he practices.
- Complete a United Concordia Credentialing Application.¹
- Complete a signed Participating Dentist Agreement with United Concordia Companies, Inc.²
- Demonstrate a utilization review pattern that meets United Concordia’s guidelines.
- 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) agency.
- Hold an active, unrestricted federal Drug Enforcement Agency (DEA) certificate (if applicable).¹

**Application Checklist**

To ensure a timely processing of your enrollment paperwork, please return the following:

- Completed and signed Credentialing Application*
- Completed and signed Provider Agreement*
- Current Malpractice Coversheet
- Valid copy of W-9
- DEA Certificate/License, if applicable
- DEA Certificate/License, if applicable
- Clinical Residency Certificate (Specialists only)

- 5 Year Work History

* Provided by United Concordia

¹ Any negative report on the application attestation will be investigated. Due to state-specific requirements, additional information may be necessary.

² Legislation in certain states requires the submission of a state-specific application and/or agreement.
**CREDENTIALING APPLICATION AND PROVIDER AGREEMENT**

When completing the 4-page Standard Credentialing Application*, the following fields are required:

**Section I - PERSONAL INFORMATION**
- All fields in this section

**Section II - CURRENT PRACTICE INFORMATION**
- Practice name, phone, fax, address
- Federal TIN/EIN# and Name
- Which number is to be used for your Federal 1099 Tax Requirements (please circle) TIN/EIN#, SS#
- Will you accept new patients?

**Section III - LICENSE INFORMATION**
- License number, state issued, effective and expiration dates, active status and a copy of your license

**Section IV - PROFESSIONAL LIABILITY INSURANCE**
- All fields in this section and a copy of current coversheet

**Section V - EDUCATION**
- Dental school name and graduation date

**Section VII - WORK/PRACTICE HISTORY**
- All fields in this section for past 5 years

**Section IX - ATTESTATION QUESTIONS**
- All fields in this section

**Section IX - ATTESTATION RELEASE**
- All fields – be sure to read entire attestation release and sign at the bottom. Include your printed name and date.

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* Please contact Customer Service at (800) 307-8514 then press 2 with any questions relating to a state-specific network enrollment paperwork submission.

Or contact us using our online form:  
[https://www.unitedconcordia.com/dental-insurance/about/contact-us/](https://www.unitedconcordia.com/dental-insurance/about/contact-us/)

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**Questions?** See the back page for answers to frequently asked questions.
Where can I obtain network enrollment paperwork?
This paperwork can be requested by providing your full name, contact information and desired networks using one of the following options:

Phone: (800) 307-8514, then press 2
Fax: (717) 260-7190

Where should I submit my completed network enrollment paperwork?
Completed network enrollment paperwork should be submitted to:

Mail: United Concordia Companies, Inc.
Provider Data Management
PO Box 69404
Harrisburg, PA 17106-9404
Fax: (877) 601-9994 or (844) 788-3054 (in AZ, RI, MO and NM)

How will my personal & practice information be used?
United Concordia will keep all information you supply confidential. Personal & practice information will be used only for notifications, identification and verification.

How do I establish a group practice?
Use the Dental Group Account Form, used to establish a group practice or to add or delete dentists from an existing group practice. Contact Dental Customer Service to request a copy.

What are some of the benefits of network participation?
Network dentists serving our members benefit from the following:

- Are included in United Concordia’s online directory, which provides our members direct online access to your practice’s name, address and phone number at www.UnitedConcordia.com.
- Receive direct payment for services via mail or Electronic Funds Transfer (EFT)
- Reduced administrative costs due to the discounted services we have negotiated for you.

What practice information does United Concordia keep on file?

- Practice name
- Physical address
- Mailing address
- Languages spoken
- Tax Identification Number (TIN)
- Open/closed office status (Accepting new patients?)
- Phone
- Fax
- Email
- Change in group practice
- National Practitioner Identifier (NPI)

Printed network enrollment paperwork is double-sided, so please be sure to check both sides of each document when completing. If faxing back the documentation, also ensure that both sides of each page are faxed in order.

If you are a Specialist, please ensure that your clinical residency certificate is also included when filing the paperwork to expedite processing.

Please contact Customer Service at (800) 307-8514, then press 2 to request up-to-date and appropriate network enrollment material.

The fastest way to enroll is online. Contact Customer Service at the above toll-free number to obtain a link to the appropriate paperwork.