

# Self-Service Tools and Services through the United Concordia Web site

Registered users will have access to all of the following online services 24 hours a day, 7 days a week. To register for any of our online services, visit [www.unitedconcordia.com](http://www.unitedconcordia.com), click on the **For Dentists** link, and then click on **Register** at the right-hand side of the page. Once you have completed the registration form, you will have a secure user ID and password, which will provide access to the following:

<b>USER ID:</b> _____
<b>PASSWORD:</b> _____

TOOL/SERVICE	WHAT	HOW
MY PATIENTS' BENEFITS	United Concordia provides direct, up-to-the minute access to member information and offers dental offices the ability to check patient eligibility and the status of patients' claims online for free.	<p><b>To access My Patients' Benefits</b></p> <ul style="list-style-type: none"> <li>Go to <a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a> and click on the <b>For Dentists</b> link.</li> <li>Then click on the <b>My Patients' Benefits</b> link and enter your UCCI Provider ID/NPI, Member ID and the patient's birth date to obtain patient-specific information.</li> </ul> <p><b>To verify patient eligibility and claim status:</b></p> <ul style="list-style-type: none"> <li>Go to <a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a>, click on the <b>For Dentists</b> link, and then click on the <b>My Patients' Benefits</b> link.</li> <li>Enter the required provider and patient information and click <b>Retrieve</b>. The Eligibility information for the patient is displayed.</li> <li>To check the Claim Status for a patient, perform the same steps as above and click on the <b>Claim Status</b> tab.</li> <li>Select a date range and hit <b>Retrieve</b>.</li> </ul>
PROVIDER CHECK INFORMATION	This online feature allows dentists to view check summaries, check detail and check related claims for a selected date range.	<ul style="list-style-type: none"> <li>Go to <a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a> and click on the <b>For Dentists</b> link.</li> <li>Then click on the <b>Reimbursements</b> link where you will be asked to enter issue dates for payment review.</li> </ul>
PROVIDER DATA ONLINE	United Concordia offers dental offices instant, secure access to view and request updates to most provider data such as Dentist Name and ID Numbers, Specialty, Office Locations, Contact Information, Open/Closed Status (Accepting New Patients), Disability Access, Languages Spoken, etc.	<ul style="list-style-type: none"> <li>Go to <a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a> and click on the <b>For Dentists</b> link.</li> <li>Then click on the <b>Update Profile</b> link on the upper right side of the page.</li> <li>Click on the <b>Dentist/Group Name</b> link(s) to view practice detail on file or request updates.</li> </ul>
MAXIMUM ALLOWABLE CHARGE (MAC) SCHEDULES*  <small>* This feature is only available to Dentists participating with a United Concordia Network.</small>	As part of our overall commitment to servicing network dentists, United Concordia strives to maintain MAC schedules (fee schedules) which are fair and equitable. United Concordia performs an annual review and update to our PPO MAC schedules for both the NFFS and Concordia Parnet Advantage networks. Schedules are created and evaluated through a number of sources, including the Consumer Price Index, provider billed charges and industry trends. Updates to each finalized schedule are implemented annually, as needed.	<ul style="list-style-type: none"> <li>Go to <a href="http://www.unitedconcordia.com">www.unitedconcordia.com</a> and click on the <b>For Dentists</b> link.</li> <li>Then click on the <b>My Patients' Benefits</b> link and log in.</li> <li>Once you have entered the required patient-specific information, select the <b>Allowance/Copay</b> tab.</li> <li>Next, enter a procedure code and charge amount in the appropriate fields and <b>click Retrieve</b>. (You must have Adobe Acrobat Reader Version 6.0 or higher to download the schedule.)</li> </ul>
HIPAA ELIGIBILITY AND CLAIM STATUS TRANSACTIONS USING A CLEARINGHOUSE /VENDOR	United Concordia realizes that dental offices work with a multitude of payors and it can be difficult to use various systems for every carrier. In order to make verifying eligibility and checking claim status electronically easier for dental offices, United Concordia works with numerous clearinghouses and software vendors which can provide the ability for dental offices to perform these transactions with all payors, using just one system.	Contact your software vendor to find out how you can perform these transactions through your practice management software.

# Interactive Voice Response (IVR) System

United Concordia's Customer Service IVR System offers dental offices access to information stored in United Concordia's records and the capability to finalize predeterminations for payment via the telephone. You can choose to listen to the information or, in most instances, request the information by fax or mail.



*The IVR System is accessible through any toll-free Customer Service number. The IVR system is available 24 hours a day, 7 days a week, except when our databases are undergoing scheduled maintenance.*

The IVR System connects you directly to our databases and gives you access to:

- » Patient eligibility and benefits
- » Claim/predetermination status information
- » Orthodontic information
- » Procedure history
- » Maximum/deductible accumulations
- » Co-payment listings
- » Procedure allowances

To use the IVR, call any United Concordia toll-free customer service number and follow the prompts listed below.



- Once connected to the IVR, navigate through the IVR system to retrieve your desired information about a particular patient. You may have instructions repeated by pressing \*8.
- Please note that all dates must be entered in the MMYYYY format. For example, March 15, 2011 would be entered as 032011.

Note: When entering the number portion of the contract ID, include all leading zeros.

Press 1 Benefits, Enrollment and Eligibility		Press 2 Status of Claims, Predeterminations and Orthodontic Information		Press 3 Procedure History, Maximums and Deductibles		Press 4 Copayment Schedules, Coinsurance or Cost Share and Procedure Allowances	
Feature	Press	Feature	Press	Feature	Press	Feature	Press
To listen to a summary of benefits and eligibility	1	Claims status	1	Procedure history, maximum and deductible accumulations	1	Patient out of pocket expense	1
Detailed benefits by procedure code	2	Enter date of service on predetermination	2	Maximum and deductible accumulations only	2	Procedure code allowances	2
Enrollment/ Eligibility	3	Orthodontic Information	3	Fax report of the procedure code history, maximum & deductible accumulations	3		
Detailed benefits and eligibility report by fax	4						