

TRICARE Active Duty Dental Program



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*This flyer is **not** intended to be all-inclusive. For additional information, please contact United Concordia Companies, Inc. or your military dental treatment facility.*

You have been referred to a civilian dentist by your military dental treatment facility (DTF). Private sector dental care for active duty service members (ADSMs) is covered under the TRICARE Active Duty Dental Program (ADDP), and is administered by United Concordia Companies, Inc. (United Concordia). This flyer contains important information on how to obtain dental care under the AADP.

Appointments

If the DTF made an appointment for you with a United Concordia network dentist, see the *Required Materials* section below.

If you have been approved by the DTF to make your own appointment with a United Concordia network dentist and provided a referral form, call 1-866-984-ADDP (1-866-984-2337) to speak to a Dental Care Finder. The United Concordia Dental Care Finder can make the appointment for you or provide you with a list of three network dentists from which to choose. You may also request a specific United Concordia network dentist that is familiar to you or your family. United Concordia will provide you with an **Appointment Control Number**.

Required Materials

You must take the **referral form** provided by your DTF to your civilian dental appointment. The form must contain the **Appointment Control Number** provided by United Concordia.

DTF-referred ADSMs who use a network dentist have no out-of-pocket expenses and are not required to pay up front

for covered dental services. In addition, United Concordia network dentists will submit claims on your behalf.

Dental Services

It is important to note you may only receive services prescribed on the DTF referral. No alternate or additional services may be provided without another DTF referral. If the civilian dentist determines you need additional care not included on the initial referral, please instruct him/her to contact your military DTF to discuss.

Network Dentists

You must use a United Concordia network dentist to receive AADP covered dental services. You are responsible for payment of care if you choose to use a non-network dentist without prior approval. If a network dentist is not available, your DTF must call United Concordia at 1-866-984-ADDP (1-866-984-2337) to verify the lack of network availability and receive permission to refer you to a non-network dentist.

Cancellations and Missed Appointments

If you are unable to keep an appointment, you should attempt to cancel it with the civilian dentist at least 24 hours before your scheduled visit. To cancel or reschedule an appointment, notify United Concordia at adpdf@ucci.com or 1-866-984-ADDP (1-866-984-2337).

Extenuating circumstances may occasionally prevent you from cancelling within 24 hours of your appointment. If this occurs, call United Concordia to reschedule. You should also call United Concordia if you receive a bill for the missed appointment.



Customer Service

A United Concordia dedicated Dental Care Finder will assist you in obtaining dental appointments and answer any questions you may have. Dental Care Finders are available by phone from 8 a.m. to 8 p.m. Eastern Time, Monday through Friday, and from 8 a.m. to 5 p.m. Eastern Time on Saturday at 1-866-984-ADDP (1-866-984-2337) or via email at addpdcf@ucci.com.

Appeals

You are required to have a military DTF referral prior to accessing private sector dental care. If you do not receive one prior to receipt of care, your claim may be denied. Only your DTF can appeal a claim denial.

Quality of Care

United Concordia makes every effort to ensure you receive quality dental care by employing continuous quality assurance measures. Benefits are only paid for dental services that meet acceptable standards. Questions concerning quality of care received should be discussed with your DTF.

For Information and Assistance

ADDP Web Site and Email Address www.addp-ucci.com addpdcf@ucci.com	Customer Service and Appointment Scheduling 1-866-984-ADDP (1-866-984-2337) Monday–Friday: 8 a.m. to 8 p.m. Eastern Time Saturday: 8 a.m. to 5 p.m. Eastern Time
Claims United Concordia Companies, Inc. ADDP Claims P.O. Box 69429 Harrisburg, PA 17106-9429	Inquiries United Concordia Companies, Inc. ADDP Unit P.O. Box 69430 Harrisburg, PA 17106-9430

An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulation. Changes to TRICARE programs are continually made as public law and/or federal regulation are amended. **Dental treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact the ADDP contractor or your local dental treatment facility.

Please provide feedback on this flyer at www.tricare.mil/evaluations/feedback.