



Q. When will I receive my UnitedHealthcare Dental ID card?

A. UnitedHealthcare Dental ID cards will be mailed separately and should arrive within a few days after receiving the medical ID card. You will receive 2 UnitedHealthcare Dental id cards, if additional ID cards are needed, please contact UnitedHealthcare Member Services at 877-816-3596.

Q. Who do I call if I have a question about my UnitedHealthcare Select Managed Care Direct Compensation dental benefits?

A. Please call UnitedHealthcare Member Services at 877-816-3596 for assistance.

Q. Do I need to choose a Primary Care Dentist from the UnitedHealthcare Direct Compensation Dental Provider List?

A. Unlike some Managed Care dental plans, you are not assigned to a Participating Provider location. Under your UnitedHealthcare Select Managed Care Direct Compensation individual product, you may seek care from any participating general dentist. You can locate a participating general provider at the UnitedHealthcare Member Portal provider search at www.myuhcdental.com. Under 'Links and Tools' click on 'Find a Dentist'. From the list of Plan Names click on 'NV Select Managed Care/NV Pacific Dental'.

Q. Do I need a referral to see a Dental Specialist?

A. Yes. Consult your Participating Provider General Dentist for a referral. Your Participating Dentist will complete the required paperwork for our authorization. We will then notify you of the participating specialist to receive your care.

Q. What if I go to a non-participating Dentist?

A. You will not be eligible for benefits. You must receive treatment from a Participating General Dentist except in the case of an emergency.

Q. What if I need emergency dental services?

A. All Participating Dentists provide Emergency Dental Services twenty-four (24) hours a day, seven (7) days a week. You should contact a Participating Dentist, who will make arrangements for Emergency care. If you are unable to reach a Participating Dentist in an Emergency during normal business hours, you must call our customer service department for instructions. If you are unable to reach a Participating Dentist in an Emergency after normal business hours, you may seek Emergency Dental Services from any licensed Dentist. Then, within 2 business days, you should call our customer service department to notify us of the Emergency claim.

Q. How will my Dental premium be billed?

A. The dental premium will be added to the medical plan so you will have one bill.

Q. Who do I call if I have a billing question, need to add or remove a dependent or if I need to update my address?

A. Please call UnitedHealthcare at (702) 242-7764 for assistance.

Q. Where can I locate the Contract/Evidence of Coverage (EOC)?

A. The Contract/EOC can be located online at www.myuhcdental.com/nevadapacificdental - find document on the left navigation bar titled 'NV Individual EOC'.