



UHC On Air Dental Provider Guide





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Overview of UHC On Air

UHC On Air is the UnitedHealthcare video communication platform for dental professionals. You can meet your provider support community and view on-demand education and training videos. Explore resources on topics to help you serve your patients and your practice, including:

- Claims and processing
- Product training
- Reform and regulations
- Online tools





How to access UHC On Air

Go to UHCdental.com and follow these instructions to get started:

- If you're a current user, click on the Provider Log In button
- If you're a first-time user, click on Register to create a profile with your One Healthcare ID. You'll be redirected to UHCdental.com after completing your registration.

The screenshot shows the UnitedHealthcare Dental Provider Portal. At the top is a navigation bar with links: Home, Provider Search, FAQ, Join Our Network, Claim Information, and Resources. The main heading is "Welcome to the UnitedHealthcare Dental Provider Portal". Below this is an "Important Update on COVID-19" section, followed by "New Information" regarding paperless ID cards. A large image of a diverse group of healthcare professionals is featured, with a "Submit Your Claims Electronically" button overlaid. To the right, there are two main sections: "First Time User?" with a "Register" button and instructions, and "Provider Log In" with a "LOG IN" button and links for "Forgot your password??" and "Forgot your username?". At the bottom right, there is a "Community & State" section with a "Community and State" button.



In the Quick Links section, select UHC On Air Dental Channel.

Recent Treatment Plans

Date Last Edited	Treatment Plan Name	Member Name	View Plan
07/20/2021	minor restorative	GALE SHAY	Details

[More >](#)

Recent Claims

Subscriber ID	Amount Claimed	Claim Status	View
XXXXX7797	\$ 1648.00	Processed	Details
XXXXX0721	\$ 538.00	Processed	EOB/Details
XXXXX2136	\$ 1074.00	Processed	EOB/Details
XXXXX0721	\$ 298.00	Processed	EOB/Details
XXXXX1731	\$ 218.00	Processed	EOB/Details

[More >](#)

DHMO / DC Member Copayment Schedules:
The most current DHMO / DC Member Copayment Schedules are now available for California & Nevada (also available under "Quick Links").

[July 2021 UnitedHealthcare Dental Policy Update Bulletin Now Available.](#)

[Learn about how American Dental Association \(ADA\) and CAQH ProView team-up to simplify the credentialing process for dentists.](#)

Utilization Management Decision Making:
Utilization management decision making is based only on appropriateness of care and service and existence of coverage. The organization does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for Utilization management decision makers do not encourage decisions that result in underutilization.

Limited benefit availability for Leased Network Providers, DHMO, Fixed INO, Fixed EPO, Direct Compensation and Referral Plans
At this time, you will not be able to retrieve procedure code pricing (i.e fee schedule) for these plans.

Contact Us

Provider Services:
1-800-822-5353

Electronic Payer ID:
521337971

Claims Submission Address:
United Healthcare Dental
Claims Unit
P.O. Box 30567
Salt Lake City, UT 84130-0567

Quick Links

- [UHC On Air Dental Channel](#)
- [Provider Self Service](#)
- [User Profile Update](#)
- [Quick Reference Card](#)
- [Demographic Change Form](#)
- [Electronic Payments and Statements](#)
- [DHMO / DC Member Copayment Schedules](#)

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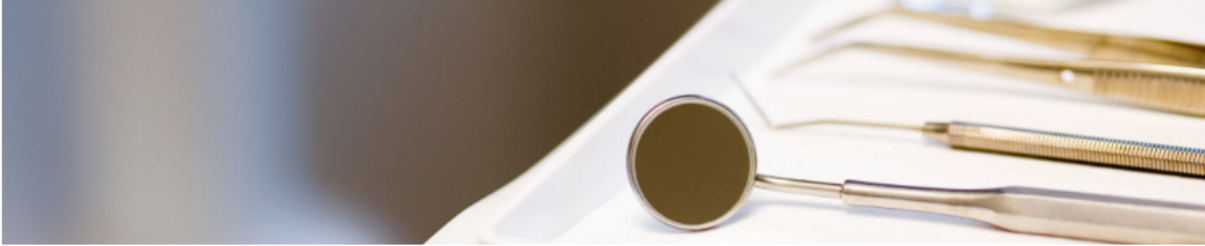


How to navigate UHC On Air

Video content is grouped into different categories, as shown below. You'll want to check back often as new topics are regularly added.





Dental Provider Education






NEWS NOW	COMMERCIAL	MEDICAID	REGULATORY
NETWORK TEAMS	TEXAS MEDICAID AND CHIP	MEDICARE	STATES

NEWS NOW (UnitedHealthcare Dental News Now)

**Dental Provider Manuals Overview**
[VIEW VIDEO >](#)

**Dental Provider Products Overview**
[VIEW VIDEO >](#)

Some videos are required learning courses. Prior to viewing those applicable to your market, you will need to complete an attestation form for credit tracking.



Attestation Form VID - Cultural Competency - REQUIRED TRAINING

Provide your information to receive credit for course completion:

First name*	Last name*	Practice Email Address*
<input type="text"/>	<input type="text"/>	<input type="text"/> <small>anyname@domain.com</small>
State*	NPI Type 1*	Facility/Practice Name*
<input type="text" value="Select State"/>	<input type="text"/>	<input type="text"/>
Course Name		
<input type="text" value="Cultural Competency - REQUIRED TRAINING"/>		

Fields marked with an asterisk * are required.

By providing your email address, you are agreeing to the terms and conditions on Subscribing to Online Communication in our privacy policy.





Frequently asked questions

How do I access UHC On Air?

Log in to UHCdental.com with your One Healthcare ID username and go to Quick Links to select UHC On Air Dental Channel.

How do I view an online course?

Select the category, then choose a course from the list and click to start.

What are the system requirements to view a course?

Chrome is the preferred browser, but you can watch UHC On Air courses using any browser. If you're on Internet Explorer, you must enable Flash player.

I can't hear audio when watching an online course. What should I do?

Use these steps to troubleshoot if you're not hearing sound:

- Check the volume on your computer by clicking the speaker icon, usually at the bottom right or top right of your screen. Slide the indicator to an adequate volume. If the volume is muted, click the icon to unmute.
- Check if your computer speakers are plugged in and turned on, and that the volume is at an adequate level
- You may have been disconnected from the webcast. If you're using a PC, refresh your browser by clicking F5 on your keyboard. On a Mac, use the Command-R key.
- Confirm that your system is compatible

What should I do if I can't see the video?

Use these steps to troubleshoot if the online course doesn't appear on your computer:

- Not all courses have a video component. If you hear audio but do not see video, the course may be audio only.
- If you're connected over VPN, disconnect and refresh the page
- If you're using Wi-Fi, you can connect directly to the internet through an Ethernet cable
- If you're on a slow internet connection or a shared connection, you may experience some buffering or choppiness. The media player automatically adapts the video quality to your available bandwidth, with the lowest adaptation an audio-only stream. If you're watching from an office and need to reduce network traffic, consider watching the online course as a group on 1 display.
- If you don't see the video or hear audio, and you're using Internet Explorer, verify that Flash player is enabled



We're here to help

For questions about accessing or using UHC On Air, contact Provider Services at **800-822-5353**.