



Introducing

UPMC Dental *Advantage*

A product of UPMC Health Plan



We have a long history of providing members with high-quality benefit plans, provider networks, and unparalleled customer service. The tradition continues with UPMC Dental *Advantage*. UPMC Dental *Advantage* offers employees three options — Basic, Standard, and Premium — with a network of fully credentialed dentists. The plan is designed to encourage regular preventive care and foster open communication between patients and dentists regarding recommended treatment plans.

Advantages

- You will receive outstanding customer service from UPMC Health Plan Member Advocates, who are able to answer questions about your medical and dental benefits (if applicable) — at the same phone number.
- Our Basic, Standard, and Premium options are dental PPO plans, so you do not need to select a primary dentist from our network of fully credentialed dentists.
- There is no waiting period and you can't be denied coverage or benefits if you have a pre-existing dental condition.
- UPMC Dental *Advantage* does not require prior authorization for major services.
- No ID card is required. You will provide your dentist's office with some basic demographic information and the name of your employer.
- You have access to your dental, medical, *MyFlex Advantage* (if applicable) information, and health tools through *MyHealth OnLine*.

Predetermination

UPMC Dental *Advantage* encourages, but does not require, members to seek predetermination for major services, such as crowns and bridges. A predetermination gives you and our dentist an advance estimate of your benefit and how much of the cost may be your responsibility. Providers may submit predeterminations electronically, so the response may only take a few business days.



Continuity of Benefits

If you select UPMC Dental *Advantage* and you or a family member are undergoing orthodontia or other dental treatment on the effective date of your UPMC Dental *Advantage* coverage, this is how your benefits will be transitioned:

- Fixed bridgework, crowns, inlays, and onlays are covered by UPMC Dental *Advantage* only if initiation of treatment and preparation of teeth and placement of teeth occurs after the patient is covered. Otherwise, your prior dental carrier is responsible for the claim.
- UPMC Dental *Advantage* reimburses endodontic work based on completed date of service, so if the work is completed prior to the effective date of your UPMC Dental *Advantage* coverage, the prior dental carrier is responsible for the claim. Otherwise, the claim will be covered by UPMC Dental *Advantage*.
- UPMC Dental *Advantage* distributes the lifetime orthodontia benefit throughout the course of the treatment for eligible members. The payment schedule is determined based on the banding date and the estimated length of treatment. If your orthodontic treatment is already in progress on the effective date of your UPMC Dental *Advantage* coverage, your orthodontist will still receive the remainder of your maximum lifetime benefit from the UPMC Dental *Advantage* plan. You will not lose benefits by switching dental plans that have the same lifetime orthodontic maximum benefit.



Contact Information

1-877-648-9640

8 a.m. to 8 p.m. – Monday through Friday

8 a.m. to 3 p.m. – Saturday

UPMC Dental *Advantage*

One Chatham Center

112 Washington Place

Pittsburgh, PA 15219

www.upmchealthplan.com/dental

Members can log in to MyHealth OnLine at www.upmchealthplan.com to:

- Find a dentist on MyHealth OnLine.
- Review member eligibility, claims information, spending summaries, and benefit information.
- Look up dental terms in a glossary.
- Participate in a live “chat” with a Member Advocate.

This is a summary of the features of the UPMC Dental Advantage options. If there are any differences between the information provided in this summary and the plan document, the plan document will govern. All UPMC benefits are subject to the definitions, limitations, and exclusions set forth in the plan document.

