



Your Dental Benefits Welcome Guide



Let's get started.

Welcome. We're happy that you've decided to become a UnitedHealthcare dental member. We'll do everything we can to make your experience a positive one.



This guide will help you understand:

- How to use your plan
- What's covered
- How to get answers to your questions

Take a few minutes to review this information, and remember that we're here to help if you have questions. Simply call Customer Care at the number on your ID card.

Your ID card

You can print your ID card from myuhc.com.

- If you are a new member, you will be issued a card. If you are not, continue to use the one you have.
- Your ID card only lists the name of the person who signed up for the plan, but all of those covered by your plan should use this card.
- Bring your dental ID card with you each time you see the dentist.

Five things to know:

- 1 You must receive your care from a dentist who is part of the **Solstice network**. You can find a network dentist by using the Find a Dentist tool on myuhc.com or by calling Customer Care at the number on your ID card.
- 2 If your plan covers specialty care and you need to see a specialist, get a written authorization from us before receiving care to reduce your out-of-pocket costs.
- 3 Your plan fully covers most preventive care. You'll pay a copay at the time of your visit for other types of care.
- 4 There's a website just for you – myuhc.com.
- 5 Call us at the number on your ID card anytime you have a question.



How do I make the most of my Solstice plan?

See a network dentist.

With your **Solstice** plan, you will need to see a network dentist to qualify for benefits.

If you need to see a specialist, check to confirm that your plan covers such care. If it does, be sure to get a written prior authorization from us for specialty care.

This will qualify you to receive your full benefit. If you do not get written authorization before receiving care, you will only get a 25 percent discount on what the specialist usually charges (called the “usual and customary fee”). You will also not be able to take advantage of the copays your plan offers. As a result, your out-of-pocket costs will increase. A prior

authorization is an easy way to ensure that you receive maximum savings and take advantage of your plan’s full benefits.



Finding a network dentist is easy. Learn more on page 4.

Health Tip



The fine art of flossing

- With about 18 inches of floss, wind one end around a middle finger. Wind the same amount around the opposite middle finger.
- Keep the floss tight between each thumb and forefinger.
- Insert the floss between your teeth, curving the floss into a “C” so it reaches a larger surface area.
- Be gentle on your teeth. Rub the floss against your teeth. Don’t snap it.
- Don’t forget to floss all your teeth, including behind your back teeth.

What's covered by my plan?



Your plan provides terrific benefits. Your coverage begins right away, and you do not need to meet a deductible (an amount members sometimes must pay prior to receiving coverage).

**No deductibles.
No annual maximums.
Just simple copays
when you see a
network dentist.**

There is also no limit on how much the plan will pay in a given year, and the plan does not exclude care for dental issues you may have had before becoming a UnitedHealthcare dental member.

Preventive care — at little or no cost to you.

Exams and cleanings

Your plan will pay for all or most of your preventive dental care needs, which include your routine checkups and cleanings. Generally speaking, you are limited to two cleanings in a 12-month period — one every six months. However, some plans cover more cleanings for an additional copay. Check your plan information on myuhc.com, or give us a call and we will review your benefits with you.



Fillings, crowns and more

For services other than preventive care, you will pay a copay (a set dollar amount) to your dental office, generally at the time of your service. Your member website, myuhc.com, will outline your copays, or give us a call and we will review them with you.



White or silver fillings?

Your plan covers fillings. If you choose to have white fillings in your back teeth, you may have to pay a higher copay than for silver fillings. Check your benefits on myuhc.com or call Customer Care for details.

Your plan also covers other types of care, such as crowns and orthodontia (braces). However, some services that are done to improve the look of your teeth may not be covered by your plan.

Where to get answers beyond this guide.



How do I find a dentist in my network?

There are two easy ways to find a network dentist.

- 1 Visit your member website, **myuhc.com**, and use the **Find a Dentist** tool.

OR

- 2 Give us a call at the number on your ID card.

Your dental member website has all kinds of helpful information about how to take care of your teeth and gums, and how doing so may impact your overall health.



Find a Dentist
at **myuhc.com**

Find a Dentist:

This tool will help you locate a dentist who is part of your network.

The easiest way to find a network dentist is to log in to **myuhc.com**. That way, you'll only see your plan's network.

If you decide not to log in, you can still use the Find a Dentist tool, but you'll have to select your network from a list of networks, which is an added step. You'll find the name of your network on your ID card.

Source4Women*:

On **source4women.com**, you'll find information on caring for your mouth, including a dental blog. There are helpful tips for the entire family.

Educational Materials:

Find out how to take care of your teeth and gums by viewing our oral health videos and other member education materials on **myuhc.com**.



Helpful Online Tools
at **myuhc.com**

If I have questions about my plan, what do I do?

We want to make sure you understand your plan so you can enjoy the terrific benefits it provides.

You'll find your member website, **myuhc.com**, a great resource, but if you prefer, give us a call at the number on your ID card. We're happy to help.

Thank you for choosing UnitedHealthcare. We look forward to helping you and your family enjoy healthy smiles!



Call Customer Care
at the number on your ID card

Questions?

Check out **myuhc.com** or give us a call at the number on your ID card.



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* Source4Women content and materials are for information purposes only, are not intended to be used for diagnosing problems and/or recommending treatment options, and are not a substitute for your doctor's care. Lists of potential treatment options and/or symptoms may not be all-inclusive.

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