

DENTAL AND VISION

What is UnitedHealthcare doing to support members in accessing dental or vision coverage? Update 4/17

For our dental and vision coverage we will be supporting our members in accessing the care that they need by relaxing certain frequency limitations, when appropriate, as well as addressing in-network coverage gaps that may arise in the short-term given provider office closures. If you have an urgent care need, you can call your dental or vision provider to set up a virtual visit. If you need assistance finding a provider, call the phone number on your member ID card and we will help find a provider near you.

As long as dental and vision premiums are being paid for employees, can the dental and vision coverage be continued as long as the furlough continues? Update 4/15

Yes, so long as they continue to pay premium on those furloughed employees.

How will dental and vision support the service to members and providers? Update 4/5

For our dental and vision coverage we will be supporting our members in accessing the care that they need by relaxing certain frequency limitations, when appropriate.

We are also addressing in-network coverage gaps that may arise in the short-term given provider office closures.

Can members access their dental provider via teledentistry technology? Update 4/17

UnitedHealthcare Dental recognizes teledentistry as a flexible and cost-effective modality that enables our members' access to their dentist, and for providers to continue caring for their patients.

If a member's dental need is urgent, they should call their dental provider. Many are set up to provide a virtual visit. If they need assistance finding a dentist, they should call the phone number on their member ID card, and a customer service rep will help them find a provider.

UnitedHealthcare Dental will waive frequency limits, and any benefit provided for teledentistry services will NOT count towards the patient's annual maximum benefit, if any, for dates of service prior to May 31, 2020. UnitedHealthcare Dental will continue to evaluate and update this guidance as appropriate.

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Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 7/31/2020

Can I use my smart-phone or a video conferencing service such as Skype? Update 4/17

During the COVID-19 public health emergency, Office for Civil Rights (OCR) at the U.S Department of Health and Human Services will not impose penalties for HIPAA noncompliance against health care providers that serve patients in good faith through certain everyday communications technologies. Telephones that have audio and video capabilities are appropriate for such evaluations. Providers are encouraged to notify members that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.

How are we determining what does an urgent vision need? Update 4/17

We will follow the member's lead on determining urgency to ensure they can receive care when needed. Examples of care considered urgent include:

- A member broke his / her glasses and needs another pair quickly
- A member or their covered child is having trouble with vision and needs to visit an office for an updated/new Rx to prevent additional issues
- A member needs an updated prescription for a contact lens refill (i.e., the old prescription expired).

What is telehealth as it relates to vision care? Update 4/17

UnitedHealthcare Vision recognizes telehealth as a flexible and cost-effective modality that enables our members to conduct a virtual check-in for a problem-focused evaluation over the phone or video to triage care. The vision provider can then determine if the patient should visit the office for care. This consultation can include provider discretion on prescriptions which may have expired (contact lenses – 1 year; glasses – 2 years)

Is the vision telehealth solution limited to the COVID-19 period? Update 4/17

Yes, the expansion of telehealth specific to vision is limited to the COVID-19 emergency period and removes frequency limits and accumulations to patient annual maximums to encourage telehealth options for care.

If I have an urgent need and there are no in-network vision or dental providers open for service, can I receive an exception to see an OON provider? Update 4/17

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We are taking action to assist members across the country who are affected by the recent COVID-19 emergency. Members who are unable to visit an in-network dental or vision provider due to office closures will be allowed to use out of network providers. These services will be paid at the in-network benefit level due to access issues created by the current COVID-19 emergency. This benefit is being extended to all members for dates of service prior to May 31, 2020 and will re-evaluated at that time.

Will UnitedHealthcare allow fully insured clients to continue to offer dental and vision benefits to furloughed employees or those whose hours have been reduced due to COVID-19? Update 7/31

UnitedHealthcare is temporarily relaxing its requirement that employees be actively working to be eligible for coverage and will allow you to cover your reduced hour employees or furloughed employees, as long as you pay the monthly premium. If the employee is on a customer-approved leave of absence/furlough and the customer continues to pay required medical premiums, and the employee was eligible for and enrolled in coverage before the reduced hours or absence/furlough, the coverage will remain in force for no longer than 20 consecutive weeks for non-medical leaves (i.e., temporarily laid off) or no longer than 26 consecutive weeks for a medical leave. Coverage may be extended, if required by local, state or federal rules. Please note that you must offer this coverage on a uniform, non-discriminatory basis

Are furloughed employees eligible for fully insured dental and vision coverage? Update 4/17

Employees remain eligible for dental and vision coverage if they remain an active employee during periods of temporary layoffs and/or reduction in hours. UnitedHealthcare is reliant on employers to notify us of employment status of their employees. If the employer chooses to pay for their coverage, then it would not need to notify us of a coverage change for furloughed employees to remain on the plan.

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