



UHC On Air Dental Provider Guide



Table of contents

Overview of UHC On Air	3
How to access UHC On Air	4
How to navigate the online courses	6
Frequently asked questions	8
We're here to help	8



Overview of UHC On Air

UHC On Air is the UnitedHealthcare online education platform for dental professionals. You can meet your provider support community and view on-demand education and training courses. 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 Sign 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.

Member Find a Dentist

UnitedHealthcare Dental Benefit Providers [Medicaid](#) [Medicare Advantage](#) [Claims](#) [News](#) [Join our network](#) [Resources](#) [Sign In](#)

Welcome to the UnitedHealthcare Dental Provider Portal

Provider Portal

New users
Get a username and password and sign in to the portal.
[Register](#)

Access digital tools to support your practice.

[Sign in](#)

How to use our portal

These training resources and information make it easy to use the portal to get detailed patient benefit and claims information to support your practice's workflow.

[Explore the user guide](#)

[Start course](#)



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

Recent Claims

Subscriber ID	Amount Claimed	Claim Status	View
X00009895	\$ 308.00	Processed	EOB/Details
X00009615	\$ 338.00	Processed	EOB/Details
X00009275	\$ 1858.00	Processed	EOB/Details
X00002115	\$ 278.00	Processed	EOB/Details
X00000986	\$ 1698.00	Processed	EOB/Details

[More >](#)

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](#)
- [Manuals/Other Supporting Documents](#)
- [Manage One Healthcare ID](#)
- [Quick Reference Card](#)
- [Demographic Change Form](#)
- [Electronic Payments and Statements](#)

Please read this important announcement regarding PPE for New York Providers.

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

January 2023 UnitedHealthcare Dental Policy Update Bulletin Now Available.

American Dental Association (ADA) and CAQH ProView 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.

Quick Links

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How to navigate UHC On Air

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

The screenshot shows the UHC On Air website interface. At the top left, there are logos for United Healthcare and Dental Benefit Providers. At the top right, the 'UHC On Air' logo is displayed. Below the logos is a dark blue navigation bar with a search icon. The main content area is titled 'Dental Provider Education' and features a large blue banner with an illustration of dental supplies. Below the banner is a grid of category buttons: 'NEWS NOW' (highlighted in dark blue), 'COMMERCIAL', 'MEDICAID', 'NEW PROVIDER ONBOARDING', 'TEXAS MEDICAID AND CHIP', 'MEDICARE', and 'STATES'. Under the 'NEWS NOW' button, there is a section titled 'NEWS NOW (UnitedHealthcare Dental News Now)' which includes a 'News Now Channel' logo and a course titled 'DentaQual Scoring Overview' with a 'VIEW COURSE >' link.

Some courses are state required trainings. You will need to complete an attestation form prior to accessing the course and receive credit upon completion.



Dental Benefit Providers



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.

SUBMIT

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 Command-R.
- 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**.