

# TRICARE® Dental Options

## An Overview of Your TRICARE Dental Options

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**ATTENTION PRESENTER:** To ensure that TRICARE beneficiaries receive the most up-to-date information about their health benefits, you must visit [www.health.mil/tricarebriefings](http://www.health.mil/tricarebriefings) for the latest version of all briefings before each presentation. Briefings are continuously updated as benefit changes occur.

- **Presenter Tips:**

- Review briefing with notes prior to your presentation.
- Ensure “slide show” setting.
- Remove any slides that don’t apply to your audience.

- **Estimated Briefing Time:** 20 minutes

- **TRICARE Resources:** Visit [www.tricare.mil/publications](http://www.tricare.mil/publications) to view, print, or download copies of TRICARE educational materials. Suggested resources include: *Active Duty Dental Program Brochure*, *TRICARE Dental Options Fact Sheet*, *TRICARE Costs and Fees Fact Sheet*, and *TRICARE Plans Overview*.

- **Briefing Objectives:**

- Increase awareness and understanding of TRICARE dental benefits.
- Discuss how to enroll in TRICARE dental options and get dental care.
- Provide additional resources for more information.

- **Optional Presenter Comments:** Welcome to the *TRICARE Dental Options* briefing. The goal of today’s presentation is to give you a general understanding of your TRICARE dental benefits.

# Today's Agenda

- TRICARE Eligibility: Updating DEERS
- Dental Options
  - Active Duty Dental Program
  - TRICARE Dental Program
  - Federal Employees Dental and Vision Insurance Program
- Other Important Benefit Information
- For Information and Assistance

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- Today, we'll discuss how to update your information in the Defense Enrollment Eligibility Reporting System, or DEERS, and how to get dental benefits through the Active Duty Dental Program, the TRICARE Dental Program, and the Federal Employees Dental and Vision Insurance Program.
- Finally, we'll talk about the difference between medical and non-medical dental services and provide you with contact information if you have any additional questions.

## TRICARE Eligibility: Updating DEERS

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- **Optional Presenter Comment:** First, we'll discuss keeping information in DEERS up to date.

## Keep DEERS Information Up To Date



Being able to use TRICARE depends on keeping DEERS up to date.

Update DEERS after you have a life event, like getting married or divorced, moving, giving birth, adopting a child, retiring, and other changes.



Go to an ID Card Office  
(<https://idco.dmdc.osd.mil/idco>)

Note: You must use this option to add family members in DEERS.



Log in to <https://milconnect.dmdc.osd.mil>.



Call 800-538-9552.



Fax 800-336-4416.

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- The Defense Enrollment Eligibility Reporting System, or DEERS, is a database of service members and dependents worldwide who are eligible for military benefits, including TRICARE.
- Your TRICARE eligibility shows up in DEERS based on the sponsor's status. To maintain your eligibility, you must update DEERS after any QLE. If you don't, you may miss important information and enrollment deadlines. This could mean you lose access to care. A QLE includes getting married or divorced, moving, giving birth, adopting a child, or retiring. Visit [www.tricare.mil/lifeevents](http://www.tricare.mil/lifeevents) for more information.
- Register in DEERS through the milConnect website at <https://milconnect.dmdc.osd.mil>. The milConnect website is the Defense Manpower Data Center's online portal that provides access to DEERS information.
- Information can also be updated by phone, fax, or by visiting a Uniformed Services ID card-issuing facility.
- When making changes, proper documentation, such as a marriage certificate, divorce decree, birth certificate, or adoption papers, is required.
- Note:** Only sponsors or sponsor-appointed individuals with valid power of attorney can add a family member. Family members age 18 and older may update their own contact information.
- Remember, providers are legally permitted to copy military and dependent ID cards to verify TRICARE eligibility.
- For more information, visit [www.tricare.mil/deers](http://www.tricare.mil/deers).

## Dental Options: Active Duty Dental Program

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- **Optional Presenter Comment:** We'll now discuss the Active Duty Dental Program.

## Active Duty Dental Program

- Most active duty service members receive dental care from their military dental clinic, also known as a military dental treatment facility.
- Civilian dental care is available to eligible ADSMs through the Active Duty Dental Program, administered by United Concordia.
- ADDP is available worldwide in two service areas:
  - CONUS (Continental United States)
  - OCONUS (Outside the continental United States)
- For more information, visit the United Concordia website at [www.addp-ucci.com](http://www.addp-ucci.com).

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- Active duty service members, including National Guard and Reserve members called or ordered to active duty for more than 30 days for a federal preplanned mission or in support of a contingency operation, automatically receive TRICARE dental benefits.
  - You get most of your dental care from a military dentist at a military dental clinic, also known as military dental treatment facility. You can visit your base website or check with your command unit to find a dental clinic.
- In certain circumstances, an ADSM may be eligible for civilian dental care through the Active Duty Dental Program, or ADDP. United Concordia administers the ADDP in two geographic service areas:
  - CONUS (Continental United States). The ADDP CONUS service area includes the 50 United States, the District of Columbia, and the U.S. territories of American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands.
  - OCONUS (Outside the continental United States). The ADDP OCONUS service area includes all other countries, island masses, and territorial waters outside the ADDP CONUS service area.
- Within the CONUS service area, those eligible to receive dental care through ADDP include:
  - ADSMs who live and work (duty location) more than 50 miles from a military dental clinic in the service area
  - National Guard and Reserve members called or ordered to active duty for more than 30 days for a preplanned mission or a contingency operation. For NGR members, ADDP eligibility begins only when orders are received for greater than 30 days
  - Certain others, including foreign forces members, based on a reciprocal health care agreement
- Within the OCONUS service area, those eligible to receive dental care through ADDP include:
  - ADSMs who are enrolled in TRICARE Prime Remote Overseas
  - Certain National Guard and Reserve members called or ordered to active duty for more than 30 days for a preplanned mission or a contingency operation. For certain NGR members, ADDP eligibility begins only when orders are received for greater than 30 days

- Certain ADSMs who require emergency dental care
- Find more information about ADDP and eligibility at [www.addp-ucci.com](http://www.addp-ucci.com).

## CONUS: Getting Care With ADDP

- CONUS locations:
  - Remote ADSMs who live and work more than 50 miles from a military dental clinic
- You must use a United Concordia network dentist to receive ADDP-covered dental care.
- You must have an Appointment Control Number before getting nonemergency dental care.
  - You can schedule dental care after you get an ACN.
  - For specialty or other dental care, you need an authorization from your civilian dentist before scheduling care.
  - If you need emergency dental care, you don't need an authorization or ACN.
- For a list of covered services, visit [www.addp-ucci.com](http://www.addp-ucci.com).

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- To be eligible for ADDP in a CONUS location, the ADSM must work and live more than 50 miles from a military dental clinic in the ADDP CONUS service area.
- If you're in a CONUS location, you must use a United Concordia network dentist to receive ADDP-covered dental care. You can find a list of network dentists on the ADDP website.
  - If you can't locate a network dentist, call United Concordia at **866-984-2337**.
  - If you choose to use a non-network dentist without pre-approval, you'll be responsible for all costs related to your dental care.
- In CONUS locations, you must have an Appointment Control Number, or ACN, from United Concordia before getting nonemergency care.
  - You can get an ACN on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com).
  - You can also call United Concordia at **866-984-2337**.
- You can coordinate routine dental care after you get an ACN.
- If you need specialty or other dental care, you need an authorization from your civilian dentist before scheduling your dental care.
- If you need emergency dental care, you don't need an authorization or ACN.
- For a list of covered services, visit the ADDP website.
  - Not all dental procedures are covered under the ADDP. If you elect to receive non-covered services, you'll be responsible for payment.

**Note:** You must be eligible for the ADDP at the time you get dental care. If you aren't eligible, you'll be responsible for all costs related to the care you received under the ADDP.



- If you're referred by a military dentist, he or she should submit a referral to United Concordia. Once the referral is completed, your military dental clinic will decide who will make the appointment.

**Note:** Members of the Commissioned Corps of the U.S. Public Health Service became eligible for the Active Duty Dental Program starting July 3, 2022. All USPHS members are considered "remote" regardless of where they live and work.

## OCONUS: Getting Care With ADDP

- OCONUS locations:
  - Remote ADSMs must be enrolled in TRICARE Prime Remote Overseas
- You can see any dentist.
- You must have an Appointment Control Number before getting nonemergency dental care.
  - You can schedule dental care after you get an ACN.
  - For specialty or other dental care, you need an authorization from your civilian dentist before scheduling care.
  - If you need emergency dental care, you don't need an authorization or ACN.
- For a list of covered services, visit [www.addp-ucci.com](http://www.addp-ucci.com).

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- To be eligible for ADDP, you must be enrolled in TRICARE Prime Remote Overseas.

**Note:** Non-remote OCONUS ADSMs aren't eligible for the ADDP. They get their care from their assigned military dental clinic.

- With ADDP, you can see any dentist, but it's recommended that you contact United Concordia for assistance in making an appointment.
  - To find a dentist, call United Concordia at **844-653-4058**. You can find country-specific access codes at [www.addp-ucci.com](http://www.addp-ucci.com).
  - You can also find a list of TRICARE OCONUS Preferred Dentists on the ADDP website.
- In OCONUS locations, you must have an Appointment Control Number, or ACN, from United Concordia before getting nonemergency care.
  - You can get an ACN on the ADDP website at [www.addp-ucci.com](http://www.addp-ucci.com).
  - You can also call United Concordia at **844-653-4058**.
- You can coordinate routine dental care after you get an ACN. However, you should first call United Concordia.
  - United Concordia will verify your eligibility, give you an ACN, and coordinate all aspects of your care.
- If you need specialty or other dental care, you need an authorization from your civilian dentist before scheduling your dental care. If you need emergency dental care, you don't need an authorization or ACN.
- For a list of covered services and costs, visit the ADDP website. Not all dental procedures are covered under the ADDP. If you elect to receive non-covered services, you'll be responsible for payment.

**Note:** You must be eligible for the ADDP at the time you get dental care. If you aren't eligible, you'll be responsible for all costs related to the care you received under the ADDP.

**Note:** As of May 1, 2022, International SOS Government Services, Inc., no longer provides dental care services for ADSMs enrolled in TRICARE Prime Remote Overseas. Any claims for dental care received before May 1, 2022, should be submitted to the TRICARE Overseas Program claims processor. Any claims for dental care on or after May 1, 2022, should be submitted to United Concordia.

## Dental Options: TRICARE Dental Program

- **Optional Presenter Comment:** We'll now discuss the TRICARE Dental Program.

## TRICARE Dental Program

- A voluntary, premium-based Department of Defense dental program. The benefit is administered by United Concordia.
- Available to eligible:
  - Active duty family members
  - Selected Reserve and Individual Ready Reserve members (who are not on active duty orders) and their families
  - Transitional survivors
  - Surviving family members
- Provided in both CONUS and OCONUS service areas

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- Eligible beneficiaries can enroll in the TRICARE Dental Program, or TDP, a voluntary, premium-based Department of Defense, or DoD, program. The benefit is administered by United Concordia.
- The program is available to:
  - Active duty family members
  - Selected Reserve and Individual Ready Reserve members, who are not on active duty orders, and their families
  - Transitional survivors
  - Surviving family members
- The program is available in both CONUS and OCONUS locations:
  - The TDP CONUS service area includes the 50 United States, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands.
  - The TDP OCONUS service area includes areas not in the CONUS service area and covered services provided on a ship or vessel outside the territorial waters of the CONUS service area. Command-sponsorship for OCONUS coverage is not required, but costs are higher for OCONUS enrollees who are not command-sponsored.

**Note:** Current federal regulations prohibit enrolled family members from receiving TDP covered services in military dental clinics in TDP CONUS locations. In OCONUS locations, access to military dental clinics is based on resources and availability at that location. Contact your military dental clinic to learn what dental care they can provide to enrolled family members, so you can

make an informed decision to enroll or remain enrolled in TDP when moving to TDP overseas locations.

## Enrolling in TDP

- Three ways to enroll:
  - Online:
    - Visit <https://milconnect.dmdc.osd.mil> to access the Beneficiary Web Enrollment portal.
  - Phone:
    - CONUS: 844-653-4061
    - OCONUS: 844-653-4060
    - TDD/TTY: 711
  - Mail: Download the *TRICARE Dental Program Enrollment/Change Authorization Form* and mail your completed form and initial premium payment to:
    - United Concordia TRICARE Dental Program
    - P.O. Box 69451
    - Harrisburg, PA 17106
- To get an enrollment form, visit the BWE portal.

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- You can enroll in the TRICARE Dental Program online, by phone, or by mail.
- To get an enrollment form, visit the Beneficiary Web Enrollment, or BWE, portal on the milConnect website at <https://milConnect.dmdc.osd.mil>.
- Your initial premium payment is required with enrollment. You can use a credit card to make your premium payment. Or, if enrolling by mail, you can send the first month's premium payment by personal check, cashier's check, traveler's check, money order, or credit card. Each month's premium payment covers the following month's dental care.
- There is a 12-month minimum enrollment period for most beneficiaries. Exceptions include:
  - Beneficiaries who lose eligibility
  - Enrollees who are relocated OCONUS or to an area where there is space-available care at a military dental clinic
  - National Guard and Reserve members who are called or ordered to active duty for more than 30 days for a federal preplanned mission or in support of a contingency operation.

**Note:** National Guard or Reserve members enrolled in the TDP will be disenrolled if called or ordered to active duty for more than 30 days for a federal preplanned mission or in support of a contingency operation. Once deactivated, you'll be automatically reenrolled. Family members will remain enrolled and pay a reduced premium rate while the sponsor is on active duty.

## TDP Covered Services and Cost-Shares

Type of Service	CONUS: E1-E4	CONUS: Other Pay Grades	OCONUS: Command- Sponsored
Diagnostic	0%	0%	0%
Preventive (except sealants)	0%	0%	0%
Sealants (through age 18)	0%	0%	0%
Basic Restorative (fillings)	20%	20%	0%
Endodontic (root canals)	30%	40%	0%
Periodontic (gum treatment)	30%	40%	0%
Oral Surgery (wisdom teeth)	30%	40%	0%
Prosthetic (dentures/crowns)	50%	50%	50%
Implant Services	50%	50%	50%
Orthodontic	50%	50%	50%

- Annual maximum: \$1,500/enrollee
- Orthodontic lifetime maximum: \$1,750/enrollee
- Accidental annual maximum: \$1,200/enrollee
- For details on TDP covered services, visit the United Concordia TDP website: [www.uccitdp.com](http://www.uccitdp.com).

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- The chart shows some of your cost-shares for services received when you have TDP coverage.
  - A cost-share is the percentage of the allowable charge you'll pay for covered services. For example, if United Concordia's allowance for a basic filling in the United States was \$100, you would be responsible for 20% of that amount, or \$20.
- Note:** A cost-share is not determined by the dentist's charge, but the amount United Concordia has agreed to.
- Certain services have cost-shares based on the sponsor's pay grade.
  - The annual maximum coverage per enrollee is \$1,500.
  - After reaching the annual maximum, you'll be responsible for 100% of United Concordia's negotiated rate for all covered services.
  - TDP enrollees can go to any licensed and authorized dentist.
  - If you use a network dentist in the CONUS service area, TDP will pay the full amount for preventive and diagnostic services, which generally include your two check-ups and cleanings in a consecutive 12-month period.
    - Network dentists in the CONUS service area includes the U.S., Guam, Puerto Rico, and the U.S. Virgin Islands. Find a network dentist on the United Concordia website at [www.uccitdp.com](http://www.uccitdp.com).
    - If you use a non-network dentist, you'll be responsible for the difference between United Concordia's allowance and the dentist's charge, in addition to any applicable cost-shares.
  - If you use a TRICARE OCONUS Preferred Dentist in the OCONUS service area, the dentist will charge you only the cost-share at the time of service. Find TRICARE OCONUS Preferred Dentists at [www.uccitdp.com](http://www.uccitdp.com).



- You can find more information about covered services and costs at [www.uccitdp.com](http://www.uccitdp.com).

## TDP Payment Information

### Making Payments for TDP:

- The first month premium must be paid by personal check, cashier's check, traveler's check, money order, or credit card.
- Ongoing premiums can be paid via payroll allotments. If payroll deduction is available, then this will be the method of payment.
- For detailed TDP cost and payment information, visit [www.tricare.mil/tdp](http://www.tricare.mil/tdp) and [www.uccitdp.com](http://www.uccitdp.com).

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- To pay for TDP, the first premium must be paid by personal check, cashier's check, traveler's check, money order, or credit card.
- You can make ongoing premium payments through payroll allotment. If payroll deduction is available, then this will be the method of payment.

**Note:** Selected Reserve and Individual Ready Reserve members must pay monthly premiums via electronic funds transfer or credit card.

- For more TDP payment information, visit [www.tricare.mil/tdp](http://www.tricare.mil/tdp) or [www.uccitdp.com](http://www.uccitdp.com).

## Dental Options: FEDVIP

- **Optional Presenter Comment:** We'll now discuss the dental coverage through the Federal Employees Dental and Vision Insurance Program.

## Federal Employees Dental and Vision Insurance Program

- The U.S. Office of Personnel Management offers eligible TRICARE beneficiaries the option to enroll in a FEDVIP dental plan.
- FEDVIP offers a range of plans from a number of dental carriers.
- FEDVIP is available to the following TRICARE beneficiary groups:
  - Retired service members and their eligible family members
  - Certain retired National Guard and Reserve members and their family members
  - Certain survivors
  - Medal of Honor recipients and their immediate family members or survivors
- Former spouses and remarried surviving spouses don't qualify to purchase dental coverage.
- For FEDVIP plan and enrollment information, visit [www.benefeds.gov](http://www.benefeds.gov).

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  - Certain survivors
  - Medal of Honor recipients and their immediate family members or survivors
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- For FEDVIP plan and enrollment information, visit [www.benefeds.gov](http://www.benefeds.gov).

## Other Important Benefit Information

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- **Optional Presenter Comment:** We'll now discuss overseas dental options.

## Medical v. Non-Medical Services (Adjunctive Services)

- Adjunctive dental care is dental care that is:
  - Medically necessary, integral to, and essential in the control of an otherwise-covered medical (not dental) condition
  - Required in preparation for, or resulting from, dental trauma which may be or is caused by medically necessary treatment of an injury or disease
- The TRICARE Dental Program does not cover services that are adjunctive dental care.
- Adjunctive services may be covered under the TRICARE medical benefit, even when provided by a general dentist or oral surgeon.
- Contact your TRICARE regional contractor (medical) for coverage details.

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- It's important to know which dental conditions are covered by your dental benefit and which are covered by your medical benefit. Adjunctive services are medical conditions that are not covered by the TRICARE Dental Program but may be covered by your TRICARE medical coverage.
- Adjunctive dental care is dental care that is:
  - Medically necessary in the treatment of an otherwise-covered medical (not dental) condition
  - An integral part of the treatment of such a medical condition
  - Essential to the control of the primary medical condition
  - Required in preparation for, or as the result of, dental trauma, which may be or is caused by medically necessary treatment of an injury or disease
- An example of an adjunctive service would be the removal of teeth in order to treat facial trauma resulting from an accidental injury.
- The TRICARE Dental Program **does not** cover services that are adjunctive dental care. Please contact your regional medical contractor for coverage details. These are medical services that may be covered under the TRICARE medical benefit, even when provided by a general dentist or oral surgeon.
- For coverage details, contact your TRICARE regional contractor (medical).

**For Information and Assistance**

- **Optional Presenter Comment:** The next slide provide contact information that may be useful to you while using TRICARE dental options.

## Contact Information

### Regional Contractors

- TRICARE East Region  
Humana Military  
800-444-5445  
[www.tricare.mil/east](http://www.tricare.mil/east)
- TRICARE West Region  
TriWest Healthcare Alliance  
888-TRIWEST (888-874-9378)  
[www.tricare.mil/west](http://www.tricare.mil/west)
- TRICARE Overseas Region  
International SOS Government  
Services, Inc.  
[www.tricare-overseas.com/contact-us](http://www.tricare-overseas.com/contact-us)

### Dental Contractor

- TRICARE Active Duty Dental Program  
United Concordia Companies, Inc.  
CONUS: 866-984-2337  
OCONUS: 844-653-4058 (using country-specific access codes)  
[www.addp-ucci.com](http://www.addp-ucci.com)
- TRICARE Dental Program  
United Concordia Companies, Inc.  
CONUS: 844-653-4061  
OCONUS: 844-653-4060  
[www.uccitdp.com](http://www.uccitdp.com)

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- This slide shows contact information for stateside and overseas regional contractors. Remember, your contractor point of contact is based on where you live.
- Contact information for the Active Duty Dental Program and the TRICARE Dental Program contractor is also here.



## Resources

- TRICARE Website: [www.tricare.mil](http://www.tricare.mil)



- TRICARE Publications: [www.tricare.mil/publications](http://www.tricare.mil/publications)
- milConnect: <https://milconnect.dmdc.osd.mil/>

- Lastly, here are a few important information resources.