

Pediatric Dental and Vision Benefits Frequently Asked Questions (FAQs)

What are Pediatric Dental and Vision Benefits (Essential Health Benefits)?

Pediatric dental and vision coverage is embedded in the medical policy and is a requirement of PPACA (Patient Protection and Affordable Care Act). This benefit provides coverage for insured persons under the age of 21. Benefits are administered by UnitedHealthcare (UHC) Specialty.

Dental

Is there a website Members/Non-members can visit to search for dental providers prior to enrolling?

Yes, the link to search for dental providers is www.yourdentalplan.com/dentistsearch.

When I called UnitedHealthcare Dental (877-816-3596), they needed a member ID number to proceed. Where do I find my member ID number?

The member ID number used by UHC Dental is your SR ID number with two leading zeros. You can find your member ID number on your Dental ID card. If you don't have your Dental ID card, you can provide your name and date of birth instead.

How do I access dental care?

Once you have located a provider for dental care, you will schedule an appointment by calling the office of your choice and providing them with your coverage information such as: name, member ID number and group number, all located on your Dental ID Card.

How do I get a new Dental ID card?

UHC Dental prints and distributes the cards for the dental coverage. You can contact UHC Dental at 1-877-816-3596 or visit their website www.myuhc.com to request a Dental ID card.

Vision

How do I find vision providers on the website?

The provider link for members to search vision providers is www.myuhcvision.com.

How do I access vision care?

Once you have located a provider for vision care, you will schedule an appointment by calling the office of your choice and providing them with your coverage information such as: name, policy number and group name, all located on your Medical ID Card. With the UHCSR mobile app, you can also email or fax a copy of your ID card to the provider.

How do I get a Vision ID card?

Your UHCSR medical card also serves as the Pediatric Vision card and includes all the information a provider needs in order to verify benefits and file the claim(s). The medical card is available via **My Account** www.uhcsr.com/myaccount or through the UHCSR mobile app. If you prefer a hard copy card you can submit a request for one through your My Account.

What benefits are covered and what is not?

Please refer to the Pediatric Vision section in your school's Certificate of Coverage.

General Questions

What is the age limit for Pediatric Dental and Vision Benefits?

Pediatric Dental and Vision Benefits expire on the last day of the month of the member's 21st birthday in Kentucky. Please review the Certificate of Coverage for requirements.

What is the enrollment period?

The enrollment period is the same as the medical policy for the school; please check with your Student Health Center. Separate enrollment is not required for Pediatric Dental and Vision Benefits.

Is there a separate premium for Pediatric Dental and Vision EHB?

There is no additional cost for Pediatric Dental and Vision Benefits; this cost is included in your medical premium.

Where can I review policy details before I enroll?

The Certificate of Coverage can be found at www.uhcsr.com/wku. This will pull up a link to your school's page where you'll find plan information. Choose the policy you're interested in (if more than one appears) and click the appropriate link. The documents are stored as Adobe Acrobat .pdf files for easy reading and/or printing.