



DEPARTMENT OF HEALTH AND HUMAN SERVICES

Office of the Secretary

Assistant Secretary for Health
Office of Public Health and Science
Washington D.C. 20201

MAR - 8 2005

TO: All Active-Duty Public Health Service (PHS) Commissioned Corps Officers

FROM: Acting Assistant Secretary for Health

SUBJECT: Dental Care and Public Health Service (PHS) Commissioned Corps Officers

The purpose of this communication is to let you know about upcoming administrative changes to the dental care services offered to active-duty PHS Commissioned Corps officers.

The President's Management Agenda requires all Federal agencies to examine opportunities for outsourcing functions that the private sector can perform more cost-effectively. In response to this mandate, the Beneficiary Medical Program (BMP) of the Medical Affairs Branch, Program Support Center, underwent a streamlined outsourcing competition involving its claims payment processing function. The Performance Decision concluded that a commercial dental services administrator could perform the dental claims payment processing function more cost-effectively than the Federal government. As the result of a competitive bidding process, United Concordia Companies, Inc. (UCCI) has been awarded a contract for administering the PHS Pilot Dental Program.

As a PHS Commissioned Corps officer, you will continue to receive the same high level of dental care as today using the same private sector provider or Military Treatment Facility (MTF) dental clinic. Officers in the Washington, D.C. area will continue to access the PHS Commissioned Corps Dental Clinic or MTF dental clinic of their choice. As before, officers will not have any co-payments or deductibles for covered benefits. The only changes are:

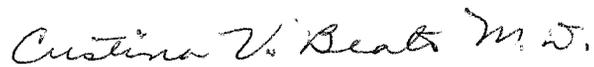
- UCCI will process all PHS dental claims and pre-treatment determinations.
- The appeals process for denied claims will be initiated by you or your authorized party to UCCI.

These changes will be effective 1 May 2005 and will require providers to send all claims and pre-treatment determinations to UCCI at the following address:

United Concordia Companies, Inc.
P.O. Box 69425
Harrisburg, PA 17106-9425
Customer Service toll-free telephone number: 1-877-261-2379

UCCI will mail the Dental Explanation of Benefits (DEOB) with an attached check for payment directly to the provider. A courtesy copy of the DEOB will be mailed to you. This will enable providers and officers to track reimbursements more easily than the current system. In addition, UCCI will provide a Web site (www.ucci.com) that will allow you and your provider to check the status of your claims. To streamline the process further, UCCI is able to receive claims and predetermination requests electronically.

The senior leadership of the PHS Commissioned Corps, UCCI, and the Medical Affairs Branch are committed to doing everything we can to make this transition successful. In the near future, UCCI will mail a welcome package to you that will give you additional information. In the meantime, if you have any questions, please call the Medical Affairs Branch Help Desk at 1-800-368-2777, option 2, or the PHS Dental Service Point of Contact at 240-453-6089.



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