



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

MAR - 8 2005

All Beneficiary Medical Program Dental Care Providers

Dear Doctor:

The purpose of this communication is to let you know about upcoming administrative changes to the dental care services offered to active-duty Public Health Service (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, recently 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 a 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 current dental care provider for active-duty PHS Commissioned Corps officers, you may continue to provide dental care for officers whether or not you are a member of the UCCI provider network. UCCI will continue to pay non-network claims based on the current PHS maximum allowable fee schedule at 100 percent. UCCI network providers will be paid at 100 percent of the network maximum allowable fee schedule. As before, PHS Commissioned Corps officers will not have co-payments or deductibles to pay.

Effective May 1, 2005, UCCI will process all PHS dental claims and treatment predeterminations. This change will require you to send all claims and predeterminations to UCCI at the following address:

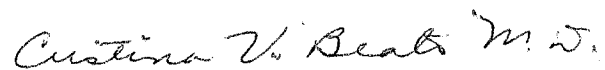
United Concordia Companies, Inc.  
P.O. Box 69425  
Harrisburg, PA 17106-9425

As a program enhancement, UCCI will mail the Dental Explanation of Benefits (DEOB) with an attached check directly to you, and send a courtesy copy of the DEOB to the officer. This should simplify your internal accounting procedures. In addition, UCCI will provide a Web site ([www.ucci.com](http://www.ucci.com)) that will allow you to check the status of claims and review basic benefits. To streamline the process further, UCCI is able to receive claims and

predetermination requests electronically. If further assistance is needed, please call UCCI Customer Service at 1-877-261-2379.

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. Our goal is to continue providing excellent customer service for PHS Commissioned Corps officers and their dental care providers. 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.

Sincerely yours,

A handwritten signature in cursive script that reads "Cristina V. Beato M.D.".

RADM Cristina V. Beato, M.D.  
Acting Assistant Secretary for Health