

System Migration Updates

Since becoming part of the Medical Mutual family in 2018, SDC has been working to align our systems and processes with our parent company. A key component of this effort is the integration of our core data systems. The completion of this integration will include important transitions for your company and enrolled employees that will take effect at your next renewal. Here's what to expect.

Key Updates

- **New Invoice Format.** Invoices will have a new format and will be sent from Medical Mutual about a month prior to the due date.
- **New Payment Schedule and Terms.** Medical Mutual's payment schedule and terms will take effect on your first payment of your renewed plan. This will include a new due date of the **1st of each month**. If you pay by mail, the premium payment address will change. If you pay by auto deduction, Medical Mutual will deduct your payment on the 1st of each month. **Please note:** even after renewal, all retro activity will bill on our SDC invoice and must be remitted to our current payment address.
- **New ID Cards for Enrolled Employees.** New ID cards will be sent to enrolled employees at renewal. The ID card will have a new format and include a new SDC member ID number and group number. Each enrolled dependent ages 18 or older will receive their own ID card.

Streamline Your Benefits From Our Family of Companies

If your SDC and Medical Mutual plans have different renewal dates, you have the option of changing the effective date of your SDC dental plan to match your Medical Mutual plan. Enjoy a combined invoice, streamlined payments, shared group and member ID numbers, and all-inclusive ID cards. To get started, call the SDC Account Services team at **(800) 762-3159**.

Conversion Timeframe

- Updates will take effect at your plan's next renewal.
- At renewal, new SDC ID cards with a new member ID number and group number will be sent to enrolled employees.
- Until renewal, enrolled employees should continue to use their current ID card, group number and member ID number when utilizing their SDC dental benefits for dental services.

Communications

In the months before your renewal date, we will send more details to you. You will also receive a contract amendment by certified mail with details on billing and payment changes. As always, the SDC Account Services team is available at **(800) 762-3159** to answer any questions you may have.

We're Still SDC

Rest assured, we will still be SDC. While a few of our processes will change, all of the things that make SDC the leader in dental benefits will stay exactly as they are today.



Superior Service

While SDC's Member Services telephone number will change, it will dial in to the same support team available today. Our SDC Member Services team, Account Services team, and all other current contacts will still be here to keep you and your employees smiling.



SDC's National Network

Through your SDC dental plan, enrolled employees will still have access to one of the largest selections of participating dentists and specialists in the country.



Value-added Benefits

Your enrolled employees will continue to have access to the additional benefits that come with SDC dental plans, including Free Second Opinions, our SmileRider discount, EyeMed Vision Discount Plan D, and our prescription discount card.



Online Tools and Resources

You and your enrolled employees will continue to have access to our convenient tools and resources, including SuperiorDental.com, Find-A-Dentist, Superior Direct Connect and SDC Mobile.