

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 to provide you with a more integrated experience. 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 Combined Invoice.** Your SDC dental invoice will be combined with your Medical Mutual invoice for a more streamlined billing experience. You will no longer receive a separate bill from SDC.
- **New Combined Payments.** 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, you will continue to remit payment to the address you send your Medical Mutual payments to today. If you pay by auto deduction, Medical Mutual will deduct your combined 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 Combined ID Cards for Enrolled Employees.** At renewal, your employees will receive a new combined ID card from Medical Mutual that will include your SDC plan information. For added convenience, your SDC group and member ID numbers will change to your current Medical Mutual numbers. Each enrolled dependent ages 18 or older will receive their own ID card.

Conversion Timeframe

- Updates will take effect at your plan's next renewal.
- At renewal, Medical Mutual will send new combined ID cards 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 SDC's value-added benefits, including Free Second Opinions, SmileRider discount, EyeMed Vision Discount Plan D, and our prescription discount card.



Online Tools and Resources

Superior Direct Connect and SDC Mobile will continue to be available for online plan management. You and your enrolled employees will be able to access SDC Direct Connect through Medical Mutual's applications, including **EmployerLink** and **My Health Plan**.