

# Easy Claim Submission

## Quick and Easy Payment for Your Excellent Care

Submitting your claims to SDC is simple. We accept claim submissions through Electronic Data Interchange (EDI) transactions or by mail. If you need to submit supporting documentation for a claim, the secure upload tool on our website makes it easy.

With SDC, you never have to wait for payment. We process claims in as little as 24 hours and mail checks weekly. For added convenience, payments can be electronically deposited directly into your account through our auto deposit program. Regardless of how you prefer to be paid, you will always receive claim vouchers that are simple to read and easy to post to your patients' accounts.

## Claim Submission Guidelines

**Claim Forms:** Must be fully completed.

**Date of Service:** Must reflect date the crown or prosthetic is seated, as benefit eligibility is based on seat/delivery for crowns and prosthetics.

**Fillings:** Pre-op x-rays are required if the treatment plan includes multiple anterior restorations or six or more posterior teeth.

**Crowns/Onlays:** Treatment plans including two or more crowns and/or onlays require submission of current, diagnostic-quality pre-op x-rays.

**Tissue Grafts:** Treatment plans involving three or more teeth require pre-op photographs in addition to current periodontal charting and/or a narrative detailing existing conditions; specifically, the amount of remaining, attached keratinized tissue and other contributing factors.

**Additional Periodontic Procedures:** Current (pre-op) full-mouth, six-point periodontal charting (including mobility) should be submitted. Additionally, a four week wait is required between root planing and osseous surgery. Resubmit new charting following root planing and prior to completing osseous surgery.

**Initial Orthodontic Procedures:** Submit start date, proposed treatment months, total charges and brief narrative of treatment or function of appliance. Orthodontic claims must be submitted to SDC within three months of treatment initiation.

**Orthodontic Procedures in Progress (at the time SDC eligibility is established):** Submit initial cost, start date and initial estimate of months of treatment. Orthodontic claims for work in progress must be submitted to SDC within three months of member's SDC eligibility.

**X-Rays or Other Documentation:** May be requested at the discretion of SDC's Dental Consultants to complete review of a submitted service. If requested, please send diagnostic-quality copies of x-rays.

**Missing Tooth Clause:** SDC does not have a missing tooth exclusion. SDC covers the tooth replacement procedures for members who had a tooth fall out or extracted prior to having dental coverage with SDC.

## Claim Submission at Your Convenience

### Claims Clearinghouses

SDC receives and processes electronic claims from the following clearinghouses under **Payor ID #31117**:

- Change Healthcare
- DentalXChange
- Tesia

### Mail

Send claims to SDC by mail at:

**Superior Dental Care  
P.O. Box 6018  
Cleveland, OH 44101-1018**

### Supporting Documentation

Use SDC's secure upload service to submit supporting documentation for claim review. (Please note that the secure upload service is not intended to be utilized for regular claim submission.)

### Website

Visit **SuperiorDental.com** and click **Secure Upload** under the Dentists tab.

### Superior Direct Connect

Log in to your **Superior Direct Connect** account at **SDC.SuperiorDental.com** and click the **Claims** tab, then the **Upload Supporting Documentation for Review** button.

[See back for information regarding >  
Pre-determination of Benefits](#)

---

# Pre-determination of Benefits

## When Pre-determination of Benefits is Needed

When a proposed treatment plan for a Superior Dental Care member exceeds \$400.00 or includes periodontal treatment, a **Pre-determination of Benefits** is necessary. While a service may be part of a member's benefit, the particular case may not meet payment criteria. Pre-determinations allow the patient to understand what his/her financial responsibility will be and ensure that the patient's dental plan covers the particular case. The pre-determination policy applies even to restorations/fillings when the treatment plan includes multiple anterior restorations or six or more posterior restorations.

To submit a Pre-determination of Benefits, send a completed claim form outlining the proposed treatment with a notation stating "pre-determination". Be sure to fully complete the claim form and attach any required documentation. To determine what is required for a particular service, please reference the claim submission guidelines on the opposite side of this sheet. No date of service or anticipated service dates are needed for pre-determinations. Once the form is processed, a Pre-determination of Benefits will be sent to your office and to the patient. Please remember that pre-determinations are only valid for one year and for the submitting office.

## When Pre-determination of Benefits is Not Needed

Pre-determination of Benefits is not necessary for endodontic treatment or for emergency extractions of wisdom teeth.

Please note: These are SDC's standard guidelines for pre-determinations of benefits. Some plans, such as those with union-negotiated benefits, may contain specific pre-determination of benefits guidelines that will supersede SDC's standard guidelines.