



The most efficient administrative services in the industry

Superior administration

SDC offers the most cost-efficient yet comprehensive administrative services in the industry. From easy-to-understand member materials to reliable reporting, your dental plan is administered accurately and effortlessly. Claims are paid quickly and according to plan specifications, ensuring proper utilization of funds...and no wasted dollars. Once you set us in motion, we'll keep you and your employees smiling for a lifetime!

Enrollment

Enrolling employees: In addition to our own enrollment form, we accept spreadsheets, electronic data transfers and even other carriers' forms, or you can enroll employees through Superior Direct Connect.

ID cards: Once enrollment information is processed, member materials (including ID cards) are mailed directly to enrolled employees' homes within 7-10 days.

Open enrollment: Open enrollment is offered once per contract period and is typically the month prior to the effective/renewal date.

Enrollment changes: We ask that enrollees stay on the plan for the full contract period; however, changes due to qualifying events such as births or changes in marital status are accepted anytime. Please notify SDC within 31 days of the effective date for any such changes. Enrollment changes may be emailed to enrollment@superiordental.com, faxed to (937) 438-1093, or made online through Superior Direct Connect.

Eligibility: Dependents, where applicable, will be terminated by SDC at the end of the birth month in which they meet the maximum age chosen by your group.

Billing

Claim payment: Payment for self-funded administrative plans is set up through our Auto Pay process. Prior to the 10th of every month, the funds to cover the claims from the previous month plus the administrative fee for the current month will be withdrawn from your group's account.

Paper billing: Paper bills are processed around the 15th of every month and mailed by the next business day.

Electronic billing: Sign up for electronic billing through Superior Direct Connect. Once enrolled, simply log in on the 20th of each month to download your E-Bill. For your convenience, a monthly reminder email is sent when a new E-Bill is available.

Adjustments: Payment will be deducted through Auto Pay according to the statement as billed. Approved enrollment changes will be adjusted retroactively on your bill to a maximum of 60 days from the date of the qualifying event. Adjustments will be posted on the next month's billing statement. Refunds are given for up to two months from the receipt date.

RESOURCES AND SUPPORT



Account Services Team

Email: accountservices@superiordental.com

Phone: 800.762.3159

Fax: 937.438.0288



Website

Visit superiordental.com to access online tools including:

- Enrollment form
- Find-A-Dentist
- Secure file upload
- S.O.S. Online Chat



Superior Direct Connect

This convenient online account management system is available to employers, brokers, members and dentists through a secure section of our website.

Employers: View SDC plan information, manage group enrollment and retrieve E-Bills.

Brokers: View SDC groups and plans, manage enrollment on behalf of groups and receive commission statements.

Members: View SDC plan information, benefit levels, ID card, claims and Explanation of Benefits (EOB). Members can download our mobile app, [SDC Mobile](#), for on-the-go access to this information and more!