



# SDC makes managing your dental plan simple and carefree

## Managing your SDC dental plan

SDC keeps plan management easy. From easy-to-understand member materials to convenient online resources, your SDC dental plan runs effortlessly. 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](mailto: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

**Payment:** As SDC is a pre-paid dental plan, payment is due a month in advance.

**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.

**Automated payments:** Automated payments are deducted from the designated business account on the 10th of the month (or the next business day). Visit our Employer Support Center online at [superiordental.com/emp\\_support.htm](http://superiordental.com/emp_support.htm) to sign up for this convenient service.

**Adjustments:** 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. For this reason, we ask that you pay each statement as billed. All changes will be reflected and billed accordingly on the next statement.

## RESOURCES AND SUPPORT



### Account Services Team

**Email:** [accountservices@superiordental.com](mailto:accountservices@superiordental.com)

**Phone:** 800.762.3159

**Fax:** 937.438.0288



### Website

Visit [superiordental.com](http://superiordental.com) to access online tools including:

- Enrollment form
- Auto-pay 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!