



ADMINISTRATION KIT



SUPERIOR ADMINISTRATION



SDC keeps our administration **easy** and **straight-forward**. We know you have enough to do without needing to micro-manage your dental plan. That's why we offer one of the most simple and carefree ways of administering your dental plan in the industry. From our **easy-to-understand** member materials and fast turnaround on ID cards to our online account management system, Superior Direct Connect, we think your dental plan should run without much of your effort at all. Once you set us in motion, simply sit back and relax. We'll keep you and your employees smiling for a lifetime!

SDC MAKES MANAGING YOUR DENTAL PLAN **SIMPLE AND CAREFREE**

ENROLLMENT | You may enroll your employees in the way that suits you best. We accept our enrollment forms, other carriers' forms, spreadsheets, and electronic data transfers. You may also elect to use our convenient online account management system, Superior Direct Connect. Once your enrollment information is processed, member materials (including ID cards) are mailed directly to the members' homes. The enrollment process takes just 4-10 days depending on whether the information is submitted electronically or by paper forms.

ENROLLMENT GUIDELINES | We ask that each enrollee stays on the plan for the full contract period; however, we certainly accept any changes due to qualifying events anytime throughout the contract period. Please notify SDC within 31 days of the effective date for any such changes. Open enrollment is offered once per contract period and is typically the month prior to your renewal date. Full-time students or IRS dependents will be terminated by SDC at the end of the birth month in which they meet the maximum age chosen by your group.

BILLING | SDC is a pre-paid dental plan, meaning you pay for a month in advance. We offer electronic billing through our online account management system, Superior Direct Connect, or paper billing through the mail. Paper bills are processed around the 15th of every month and mailed by the next business day. Electronic bills are available on the 20th day of each month. If you choose electronic billing, we will send e-mail reminders each month to retrieve your bill. However, there is no need to wait for the reminder—simply schedule the 20th of every month to visit Superior Direct Connect to collect your bill.

Upon approval, any roster 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.

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SUPERIOR DIRECT CONNECT | Superior Direct Connect provides employers with direct access to our system to view your company's plan information and employee roster, make additions, terminations, and edits to employee information, order ID cards for your employees, manage eBill preferences, access our free HR Solutions resource center, and more. Superior Direct Connect also offers a member portal for your employees to access their personal SDC account information.

To create your Superior Direct Connect administrator account:

1. Click on the red **Get Connected** button at www.superiordental.com.
2. Once you arrive at the secure log-in screen, click the **Create an Account Now** link at the bottom of the log-in window. Enter your desired username along with your email address and the password you'd like to use, then select **Employer** from the **Available Roles** pull-down box.
3. Enter your federal tax ID number and group number. Your group number can be found on your SDC ID card or contract—be sure to enter the digits exactly as shown. Check the **Receive eBill** box if you'd prefer to receive your company's bills electronically rather than through the mail.
4. Click **Save Profile** to submit your information and create your account.
5. Once you receive an email from us verifying authorization, you may log in.

SUPERIOR SERVICE | We understand that exceptional service means something different to each of our clients. For some, it may mean the convenience and efficiency of technology. For others, it can only be fulfilled by speaking to a live person. At SDC, we deliver both. Whether you speak to one of our Member Services Representatives over the phone, email your Account Representative, or utilize any of our secure online account management options, you will experience a level of convenience and attentive service that only SDC can provide.

As an SDC client, you receive a dedicated Account Representative who is committed to helping you with any questions or needs you may have regarding your dental plan. They are easily accessible by phone, e-mail, or fax. Additionally, our customer service team is available by phone from 7:30 a.m. to 5:00 p.m. Monday through Friday at **(800) 762-3159** or locally at **(937) 438-0283**.



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