

Benefit Administration

At SDC, we make it easy, paperless, and hassle free to administer your dental plan!

Specific information about your plan is included in your SDC Master Group Contract. However, if you can't find the answer to your question, contact your Client Relations Representative for information regarding your plan design, Superior Direct Connect, billing, or to request additional supplies:

If you have special claims or benefit questions, please call Member Services from 7:30am - 5:00pm at the local or toll free numbers above. Voice mail is available after 5:00pm.

ENROLLMENT

- You may fax or mail an enrollment/change application to SDC.
- Please review forms to ensure they are **complete and legible**, then sign and date.
- You may also access our on-line enrollment program (details below), Superior Direct Connect, to add enrollees, terminate coverage, make changes, and/or order ID cards.
- Enrollees must stay on the plan for the full contract period while employed by your company.
- "Open enrollment" is offered once per contract period for enrollees to make any needed changes during the month prior to the contract renewal.
- Enrollees can only make changes after Open Enrollment if they have experienced a qualifying event such as marriage, divorce, adoption, etc.
- Please notify SDC within 31 days after the effective date of any new enrollments, terminations, or qualifying event changes for an enrolled member.
- All changes and billing credits/backbills will be retroactive to the qualifying event date when received within 60 days of action.
- SDC also accepts either our enrollment form or your medical carrier's enrollment form.

SUPERIOR DIRECT CONNECT

- SDC's on-line account management system, Superior Direct Connect, allows you to submit changes electronically.
- Superior Direct Connect is secure and confidential, and updates are made daily.
- If you are interested in signing up, access our website at superiordental.com, and click on the Superior Direct Connect icon. Complete and submit the registration form, and a user ID and password will be e-mailed to you.

PREMIUM BILLING STATEMENTS

- Statements are processed on the 15th of the month for the following month, and payment is due by the first of each month.
- Any adjustments, refunds, backbills, etc. will be posted on the next month's billing statement, following notification to SDC.
- If you would like to access your statement electronically on Superior Direct Connect, please contact your Client Relations Representative.

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