



Easy Claim Submission

Quick and Easy Payment for Your Excellent Care

Submitting your claims to SDC is simple. We accept electronic claim submissions by Electronic Data Interchange (EDI) transactions and work with the nation's largest claims clearinghouses. We also accept claims by mail, fax, Superior Direct Connect, or through our secure claim upload tool on our website.

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.

Claim Submission at Your Convenience

Secure Claim Upload

Website

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

Superior Direct Connect

Log in to your Superior Direct Connect account at sdc.superiordental.com, click the **Claims** tab, then the **Upload Claim for Review** button.

Claims Clearinghouses

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

- Change Healthcare
- DentalXChange
- Tesia

Mail or Fax

✉ Superior Dental Care
Attn: Claims Department
6683 Centerville Business Pkwy
Centerville, Ohio 45459

FAX
(937) 291-8695

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. When the services have been completed, write in the date(s) of service and return the claim to SDC for processing and prompt payment. 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.

