



Northeast Delta Dental is committed to providing exceptional service to all its customers. To emphasize our commitment, our *Guarantee Of Service Excellence<sup>SM</sup>* program guarantees the following seven major areas of service and reinforces them with our comprehensive group refund policy.



## We Guarantee Our Service.

1	<b>SMOOTH IMPLEMENTATION TO NORTHEAST DELTA DENTAL</b>	<b>Guarantee:</b> Successful implementation will be determined by you through the results of a survey.	<b>Refund:</b> Your group will be reimbursed the administration fee charged for the second month of service per your contract.
2	<b>EXCEPTIONAL CUSTOMER SERVICE</b>	<b>Guarantee:</b> We will resolve inquiries immediately or guarantee an initial update within one business day.	<b>Refund:</b> Your group will be reimbursed \$50 per occurrence.
3	<b>QUICK PROCESSING OF CLAIMS</b>	<b>Guarantee:</b> During the course of a contract year, 90% of your group's accurately completed claim forms will be processed within 15 calendar days.	<b>Refund:</b> Your group will be reimbursed the administration fee for its last month of service per your contract.
4	<b>NO INAPPROPRIATE BILLING BY PARTICIPATING DENTISTS</b>	<b>Guarantee:</b> Patients will not be charged for more than the appropriate co-payments at the time of service or for any difference between a participating dentist's submitted fee and our approved amount.	<b>Refund:</b> Your group will be reimbursed \$50 per occurrence.
5	<b>ACCURATE AND QUICK TURNAROUND OF IDENTIFICATION CARDS</b>	<b>Guarantee:</b> Accurate identification cards will be available within 15 calendar days upon receipt of a completed enrollment form.	<b>Refund:</b> Your group will be reimbursed \$25 per occurrence.
6	<b>TIMELY EMPLOYEE BOOKLETS</b>	<b>Guarantee:</b> Standard Plan Description Booklets and/or Outlines of Coverage will be available within 15 calendar days of request, finalized benefits change, or receipt of signed contract.	<b>Refund:</b> Your group will be reimbursed \$50 per occurrence.
7	<b>MARKETING SERVICE CONTACTS</b>	<b>Guarantee:</b> You will receive at least two Marketing service contacts during a contract term.	<b>Refund:</b> Your group will be reimbursed \$50 per occurrence.