



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 SMOOTH IMPLEMENTATION TO NORTHEAST DELTA DENTAL

Successful implementation will be determined by you through the results of a survey.

**Refund:** Your group will be reimbursed the administration fee charged for the second month of service per your contract.

### 2 EXCEPTIONAL CUSTOMER SERVICE

We will resolve inquiries immediately or guarantee an initial update within one business day.

**Refund:** Your group will be reimbursed \$50 per occurrence.

### 3 QUICK PROCESSING OF CLAIMS

During the course of a contract year, 90% of your group's accurately completed claim forms will be processed within 15 calendar days.

**Refund:** Your group will be reimbursed the administration fee for its last month of service per your contract.

### 4 NO INAPPROPRIATE BILLING BY PARTICIPATING DENTISTS

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.

**Refund:** Your group will be reimbursed \$50 per occurrence.

### 5 ACCURATE AND QUICK TURNAROUND OF IDENTIFICATION CARDS

Accurate identification cards will be mailed within 15 calendar days upon receipt of a completed enrollment form or request.

**Refund:** Your group will be reimbursed \$25 per pair of identification cards.

### 6 TIMELY EMPLOYEE BOOKLETS

Standard Plan Description Booklets and/or Outlines of Benefits will be mailed within 15 calendar days of request, finalized benefits change, or receipt of signed contract.

**Refund:** Your group will be reimbursed \$50 per occurrence.

### 7 MARKETING SERVICE CONTACTS

You will receive at least two Marketing service contacts during a contract term.

**Refund:** Your group will be reimbursed \$50 per occurrence.