

SECURIAN DENTAL PLANS EMPLOYER UPDATE

Welcome to the inaugural issue of your Securian Dental Plans' employer newsletter. Our goal is to provide you with information and insight that will help you make the most of your Securian Dental Plan.

Service with a (Healthy) Smile

It's our promise to you . . . service you can count on, and support every step of the way.

We take pride in providing personal, one-on-one service, as well as resources and self-service tools that help you, as group administrator, and your employees get the most out of your dental benefits.



Our Focus on Service
Securian Dental Plans raises the bar for service by consistently delivering:

- Paying more than 98 percent of all claims within 10 business days at an accuracy rate of 99 percent.
- Answering phone calls in an average of 11 seconds (results from 2007).

Help is just a phone call or email away.

See the back page for a complete contact list.

**INSIDE
THIS
ISSUE:**



**ORAL
HEALTH
TIPS**



WEB TOOLS



**METH
AND ORAL
HEALTH
GUIDE**

Oral Health Tips

Nearly half of all American adults have difficulty understanding and using health information. Because accurate and understandable health information is critical to developing healthy behaviors, we provide Smile DiscoveriesSM oral health tips on our Web site. Tips include topics such as Facts on Fillings, Smart Snacking, Keep your Smile Safe this Summer, and Dental Sealants: Seal out Decay and Prevent Cavities. There are over 40 tips in all, and they can be viewed at www.securiandental.com, click on Oral Health Resources. Here's an excerpt from one of our tips:

Tackling Teen Dental Health

The incidence of oral health problems among teens ages 12-19 remains a concern.

Take time to renew your teenagers' commitment to a healthy smile. Here are a few tips.

- Encourage them to brush their teeth twice a day with fluoridated toothpaste to one of their favorite songs in its entirety.
- Have them choose nutritious snacks that contain less sugar and sticky substances.
- Have them drink fluoridated water to help cleanse the teeth of excess bacteria and food debris.
- Check with the dentist before your teenagers start or use a tooth-whitening product.
- Teens should not smoke, chew tobacco or pierce their tongue or lips.
- Have them wear protective gear like mouthguards during sports and be sure they wear a seat belt.

Meth and Oral Health Guide

DeCare Dental, administrator of Securian Dental Plans, collaborated with Hazelden Foundation, one of the nation's most highly respected drug rehabilitation centers, to create the informational booklet, *Meth and Oral Health: A Guide for Dental Professionals*. Created with expertise from nationally recognized meth and oral health researchers, the booklet offers facts about meth and its users, and describes what dental professionals can do to help. To download a copy, go to www.securiandental.com and click on Group Administrators / Oral Health Resources.



Our Web Tools make Managing Dental Benefits Easy

Through our robust Web site, www.securiandental.com, you and your employees have access to a wide variety of tools that are available 24/7 at the click of a button.

- **Online enrollment*** – Groups may enter and view, in real-time, any daily additions, changes and terminations to employees' membership files, as well as view historical data for members and dependents.
- **Online billing reports*** – As Group Administrator, you can view and print billing documents securely online as soon as we generate them.
- **Claims inquiry** – Members can log on to view claim status along with detailed claim information such as procedure details, deductibles and amounts paid by us.
- **Coverage summary** – Members can verify coverage eligibility, effective dates and plan information for themselves and their dependents.
- **Request ID cards** – Members can order duplicate or replacement ID cards.
- **Dentist search** – Members can search for dentists and specialists in their plan by location, dentist name or clinic name.

We stand by our service and support, and strive to keep putting a smile on your face.

* Read full articles on next page.

Online Enrollment is Just a Click Away

Groups can take advantage of Securian Dental Plans' Online Enrollment tool. The tool is designed to assist group administrators with daily maintenance of membership data. Once membership changes are completed online, the changed information can be reviewed and a report of the data printed out anytime. Here are the online enrollment capabilities we offer:

Subscriber Search

- Perform a general subscriber search
- Sort search results

Subscriber Changes

- Add a subscriber
- Change a coverage type
- Terminate a subscriber
- Transfer a subscriber into a new group or subgroup
- Reinstate coverage
- Modify coverage effective and termination dates

Dependent Updates

- Add a dependent
- Change a dependent
- Terminate a dependent
- Add custodial information
- Reinstate coverage

Reports

- Print a transaction report

Sign Up Today!

Simply complete and submit the Online Enrollment User Request Form available at www.securiandental.com, click on Group Administrators / Forms & Literature, or ask for a form by contacting your Marketing Representative or SecurianConnect at 1-866-827-3318.

Billing Reports Made Easy

Our Billing Reports Online tool gives groups the ability to view and print applicable billing documents (invoices, statements, subscriber listing reports and claims detail reports) securely online as soon as they are generated.

Highlights of this online feature:

- It's free of charge and easy to use.
- It's secure; you'll get a username and password.
- The same billing reports you now receive as a hard copy are available online.
- Subscriber lists are available as electronic data files for all fully insured and self-insured groups. In addition, claim detail reports are available as data files for self-insured groups. The data file, which is easily imported into Excel, is helpful for performing analysis or comparisons of subscribers and claims.

- Your account will include billing reports for the current period as well as for the previous three periods.
- You have access to your reports the same day we produce them. Reports are no longer delayed by the mail.
- An email notification will be sent to you when new documents are available on the Web site.

Sign Up Today!

Simply complete and submit the Billing Reports Online User Request Form available at www.securiandental.com, click on Group Administrators / Forms & Literature, or ask for a form by contacting our Billing Department at 1-866-201-1818 Option 4.





SECURIAN®

Contacts for your Securian Dental Plan

Customer Service

1-800-234-9009

- Benefits and Eligibility
- Claims Status, Payment and Adjustments
- Provider Information and EOB Explanation
- Material Requests and Web site Inquiries
- Subscriber Mailing Address/Address Changes
- ID Card Changes/Requests

Enrollment

1-800-928-6459 or
1-866-201-1818 Option 3
Fax: 1-800-821-5946
Email: enrollsecurian@decare.com

- Online Enrollment
- Paper Enrollment
- Electronic Enrollment

Billing

1-866-201-1818 Option 4
Fax: 1-877-201-7345
Email: billing@securiandental.com

- Securian Payments
- Billing Statement Reprint
- Bill Run Schedules
- Group Premium Payment
- ACH Fund Transfer Set-up
- Online Bill Reporting

Securian Dental Plans Employer Update is published for our employer groups. Article ideas and questions from readers are welcome. Please contact Lynda Holland, Editor, at lholland@decare.com. Securian Dental is underwritten by Securian Life Insurance Company, 400 Robert Street North, St. Paul MN 55101, and administered by DeCare Dental Health International, LLC. In California, Securian Dental is underwritten by Securian Life Insurance Company, offered through DeCare Dental Insurance Services, LLC, and administered by DDHI Administrators, LLC. Securian Dental is offered under policy form series 03-30612 or a state variation thereof.

A03039-0808

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