

About Us

We know that value is your key consideration when recommending dental insurance; securing the best benefits at the best cost for your clients. With our stability—**more than 30 years of dental insurance experience, more than \$1 billion in premium, 1,100 employees and over 6.5 million members***—we can meet your need for value. Because we are also responsive, flexible and competitive, we are proud to be America's Premier Dental Insurer.

We focus exclusively on dental insurance so that we can continue to exceed our customers' expectations.* We don't offer other types of insurance or operate dental offices. This specialization has made us an industry leader with a proven track record of outstanding customer satisfaction.

Prompt Claims Processing

- Electronic claim submission available to dentists
- Processed more than 11 million claims and encounters in 2004*
 - 97.3% of claims paid within 14 days*
 - 99.6% of claims paid within 30 days*
- Efficient claim imaging technology

Responsive Customer Service

- Extended hours Monday–Friday 8 AM to 8 PM EST
- Interactive Voice Response (IVR) telephonic query system for enrollment, claim status, eligibility, and ID card requests
- Responded to over 6.8 million inquiries in 2004*

Informative, Internet-based Services

Our online tools provide your customers and their employees with convenient access to dental plan information. Adding, changing and canceling coverage for plan members no longer requires paper forms or phone calls; Group Query allows employers to securely view and update enrollment and eligibility information real-time. Employees and their covered family members can search for a network dentist or access detailed benefit information, claims payment information, procedure history, printable ID cards, dental health information, and more by logging on to My Dental Benefits.

Accessible Quality Care

Our Concordia Advantage Plus PPO provider network is one of the largest in the nation with over 63,000 dentists spanning all 50 states, as well as the District of Columbia, Guam, Puerto Rico and the Virgin Islands.* Periodic post-payment reviews assure that the quality of care meets or exceeds accepted dental practice standards. More providers mean greater accessibility and better service for your clients.

The result of our commitment to providing networks with excellent access and significant discounts is higher satisfaction and lower out-of-pocket costs for your clients.*

* Statistics based on United Concordia's internal research and reports, October 2005.