

System Migration Updates

Since becoming part of the Medical Mutual family in 2018, SDC has been working to align our systems and processes with our parent company to better serve you. A key component of this effort is the integration of our core data systems. The completion of this integration will include important transitions for your company and enrolled employees that will take effect at your next renewal. Here's what to expect.

Key Updates

- **New Invoice Format.** Invoices will have a new format and will be sent from Medical Mutual about a month prior to their due date.
- **New Payment Schedule and Terms.** Medical Mutual's payment schedule and terms will take effect on your first payment of your renewed plan. This will include a new due date of the **1st of each month**.
 - » **If you pay by mail,** the premium payment address will change to **Medical Mutual, L-3960, Columbus, OH 43260-3960**. This address will be printed on your invoice.
 - » **If you are enrolled in Auto Pay,** your account information will be transferred to Medical Mutual—no updates are required by you. Your payment will be drawn by Medical Mutual through Huntington Bank **by the 5th of the month**.
 - » **Please note:** even after renewal, all retro activity will bill on our SDC invoice and must be remitted to our current payment address.
- **New ID Cards for Enrolled Employees.** New ID cards will be sent to enrolled employees at renewal. The ID card will have a new format and include a new member ID number, group number, and SDC Member Services telephone number. Each enrolled dependent ages 18 or older will receive their own ID card. A sample of the new ID card is included on the back of this sheet for reference.

Conversion Timeframe

- Updates will take effect at your plan's next renewal.
- At renewal, ID cards will be reissued with a new member ID number and group number.
- Until renewal, enrolled employees should continue to use their current ID card, group number and member ID number when utilizing their SDC dental benefits for dental services.

Communications

In the months before your renewal date, we will send more details to you. You will also receive a contract amendment by certified mail with details on billing and payment changes. As always, the SDC Account Services team is available at **(800) 762-3159** to answer any questions you may have.

We're Still SDC

Rest assured, we will still be SDC. While a few of our processes will change, all of the things that make SDC the leader in dental benefits will stay exactly as they are today.



Superior Service

While SDC's Member Services telephone number will change, it will dial in to the same support team available today. Our SDC Member Services team, Account Services team, and all other current contacts will still be here to keep you and your employees smiling.



SDC's National Network

Through your SDC dental plan, enrolled employees will still have access to one of the largest selections of participating dentists and specialists in the country.



Value-added Benefits

Your enrolled employees will continue to have access to the additional benefits that come with SDC dental plans, including Free Second Opinions, our SmileRider discount, a prescription discount card, EyeMed Vision Discount Plan D, and TruHearing savings program.



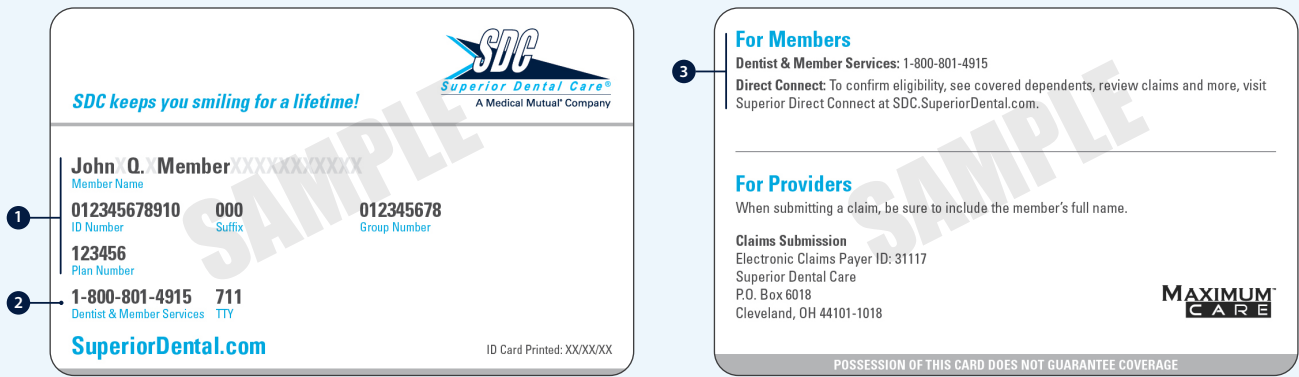
Online Tools and Resources

You and your enrolled employees will continue to have access to our convenient tools and resources, including SuperiorDental.com, Find-A-Dentist, Superior Direct Connect and SDC Mobile.

New SDC ID Card

The new SDC ID card for your group will have a new format and include a new member ID number, group number, and SDC Member Services telephone number. A sample of the new ID card is provided below.

New SDC ID Card



- 1. Member Information:** The member’s name, ID number, group number and plan number are listed in this area. Each covered dependent age 18 or older will receive their own ID card. For covered dependents under 18, an adult on the plan may present their card as proof of coverage. Members can view their plan enrollment by visiting Superior Direct Connect at SDC.SuperiorDental.com or by calling SDC’s 24/7 Interactive Voice Response (IVR) telephone number at **1-800-801-4915**.
- 2. Contact Information:** Call this number to contact the SDC Dentist and Member Services team or access 24/7 self-service tools through our Interactive Voice Response (IVR) telephone system.
- 3. Support and Resources:** This area provides the SDC Dentist and Member Services telephone number and information about Superior Direct Connect.