



Northeast Delta Dental is committed to providing exceptional service to all its customers. To emphasize our commitment, our *Guarantee Of Service Excellence*SM 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	Guarantee: 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	Guarantee: 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	Guarantee: 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	Guarantee: 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	Guarantee: Accurate identification cards will be available within 15 calendar days upon receipt of a completed enrollment form.	Refund: Your group will be reimbursed \$25 per pair of identification cards.
6	TIMELY EMPLOYEE BOOKLETS	Guarantee: Standard Plan Description Booklets and/or Outlines of Benefits will be available 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	Guarantee: You will receive at least two Marketing service contacts during a contract term.	Refund: Your group will be reimbursed \$50 per occurrence.