




## Superior Direct Connect

Superior Direct Connect provides you with direct access to our system to view your benefit levels, check claim status, make changes to your contact information, request EOB's (Explanation of Benefits), print a temporary ID card and request a new ID card, and more. All of these capabilities are just a click away!

### How to Create Your Personal Superior Direct Connect Account

1. Click on the red  button at **[www.superiordental.com](http://www.superiordental.com)**.
2. Once you arrive at the secure log-in screen, click the **Create an Account Now** link at the bottom of the log-in window. Enter your desired username along with your email address and the password you'd like to use, then select **Member** from the **Available Roles** pull-down box.
3. Enter your social security number, birthdate, and group number. Your group number can be found on your SDC ID card - be sure to enter the digits exactly as shown on your card.
4. Click **Save Profile** to submit your information and create your account.

### Connect with SDC on the Web

While on our website, visit the member section for our Find-A-Dentist search tool, dental health tips, online chat, and more. You can also connect with SDC on Facebook ([www.facebook.com/Superior.Dental.Care](http://www.facebook.com/Superior.Dental.Care)), Twitter ([www.twitter.com/SDCsmiles](http://www.twitter.com/SDCsmiles)) and Pinterest ([www.pinterest.com/SuperiorDental](http://www.pinterest.com/SuperiorDental))!

# Superior Direct Connect Frequently Asked Questions

## **Q Some of the information on my roster needs to be updated. How can I get it changed?**

*A If a name, address, or phone number for you or any of your dependents needs to be updated, you may make changes to this information right from the roster within Superior Direct Connect! If the sex or birthdate is incorrect, please call Member Services at (937) 438-0283 or (800) 762-3159 to have it corrected. With any updated information, double check that your employer has the accurate information on file.*

## **Q My address has changed. Do I need to notify SDC?**

*A You may change your address right from the roster within Superior Direct Connect! Simply click on your name and key in the new address information. Alternatively, you may call Member Services at (937) 438-0283 or (800) 762-3159 with your new address. Be sure to notify your employer of your change of address.*

## **Q I've lost my ID card. How can I get a new one?**

*A You may request a new card within Superior Direct Connect by clicking on "**Request**"; then "**New ID Card**". After you have requested a card, allow one week for processing and mailing. If you have an appointment with your dentist before the card arrives, you may print a temporary card by clicking on "**Print Temp Card**" right from the roster, or clicking on "**Request**", then "**Print Temporary Card**". If you forget to bring your card to a dentist appointment, simply ask the staff to call SDC.*

## **Q What if I can't see all of my claims?**

*A You may view your claims history for the past year in Superior Direct Connect by clicking on "**Claims**". For any other claims, call Member Services at (937) 438-0283 or (800) 762-3159.*

## **Q Will I receive an Explanation of Benefits (EOB)?**

*A SDC doesn't automatically send EOBs. If you would like to request an EOB, you may do so within Superior Direct Connect by clicking on "**Request**" and then "**Explanation of Benefits**". Alternatively, you may call our office at (937) 438-0283 or (800) 762-3159 to request an EOB over the phone. Your EOB will be mailed to your home.*