



Tel: 415.526.1401
Cell: 415.385.2510
Fax: 415.545.2928
info@directdental.com

Direct Dental Services Summary

Your Direct Dental self-funded plan can duplicate the coverage of your existing dental plan, or we may use the unique dollar-based plan design endorsed by the American Dental Association for its patient-centered approach to benefits. Direct Dental partners with our clients to develop a self-funded plan that keeps employees healthy and returns all excess dollars to the employer every year! We are experts in the creative plan designs that self-funding allows and will be your resource for all things self-funded.

Direct Dental is a full service administrator offering excellent customer care, rapid claims processing, multiple options for plan banking and review of claims by a dentist to support employee health and protect the plan from abuse.

Claims are paid every two weeks on the 5th and 20th of each month with the employer notified by email or fax of the pending claims. Employer may then write a check or electronically transfer funds into the dental payment account held either at the employer's bank or at the bank used by Direct Dental. Routinely employers deposit into their plan account within 5 to 7 days at which time the claim payment checks are released.

Enrollment forms are sent by fax or mail or we work with Benetrac and other enrollment specialty companies to handle enrollment electronically. Initial enrollment may be handled by list enrollment provided by the employer. We still find individual enrollment forms, signed by the participant, to be the best documentation and protection for the employer in the event of a challenge to benefit eligibility. If an open enrollment is desired, we recommend a one-month period before the anniversary date.

Direct Dental provides all enrollment and claim forms. We accept all ADA approved claim forms. Each employee will receive an introductory letter, ID cards for all family members, Summary Plan Description and Notification of Privacy Practices. Direct Dental staff is fully trained in HIPAA Privacy and Security and maintain the highest standards of protecting health information.

We have over 100 reports we may provide. In addition to the basic eligibility and claim reports, we provide summary information on utilization of the plan, services received and a narrative review of the plan's performance usually at 6-month intervals, based upon client needs. Additionally we provide a 10-month renewal report and recommendations for renewal and a 12-month annual report. For clients over 100 employees, we provide information necessary to complete a Form 5500 if applicable.

Direct Dental is a very personal and customized provider of dental benefits. We work with each client to design dental benefits that are easy to understand, cost effective and make patients healthy!

PO Box 542
San Anselmo, CA 94979
directdental.com