

# CHOICE Superior Service Guarantee



## Superior Service Guarantee

DentaQuest is committed to providing the highest level of service to all our customers. That's why we have developed one of the industry's most comprehensive service guarantees. Our Superior Service Guarantee promises quality customer service in writing, and is backed by a comprehensive refund policy.

### 1. Quick Processing of Claims

During the course of a policy year, 90% of the group's claims will be processed accurately within 15 business days upon receipt of completed claim forms.

#### The Refund

The administrative fee charged for the group's last month of service.

### 2. No-Hassle Customer Relations

DentaQuest will either immediately resolve your question over the phone or guarantee you an initial update within one business day and continuous follow-up through resolution.

#### The Refund

\$50 paid to the group per occurrence.

### 3. Participating Dentists Will Not Inappropriately Bill Patients

Participating dentists agree to accept the fee schedule amount and the patient's co-payment or deductible (if applicable) as full payment for covered services.

#### The Refund

\$50 paid to group per occurrence.

### 4. Accurate and Quick Turnaround of ID Cards.

A complete and accurate identification card for each subscriber will be mailed to the group or to subscribers' homes within 15 business days of receipt of the completed enrollment application.

#### The Refund

\$25 paid to the group per late or incorrect ID card.

### 5. Management Reports

At the request of groups with more than 50 employees, three standard reports (one claims report and two utilization reports) will be mailed to the group within 15 business days following the end of each quarter.

#### The Refund

\$50 per late package paid to the group.