



UNITED CONCORDIA
Insuring America's Dental Health

Experience the Dental Difference

At United Concordia, all we do is dental. So whether you need to insure 20 or 20,000, our variety of products means we have the right dental plan to ensure healthy smiles and a healthy bottom line.

As one of the nation's largest, most respected dental insurers,¹ United Concordia ...

- Serves more than 7.3 million members worldwide¹
- Covers nearly 1.8 million active duty service family members and National Guard Reservists and their families as the selected dental carrier for the Department of Defense's TRICARE Dental Program¹
- Holds DITSCAP² certification
- Has more than 35 years of dental expertise
- Posted premium revenues of nearly \$1.2 billion¹
- Offers the only dental plans endorsed by the American Hospital Association³
- Retains an A- (Excellent) A.M. Best rating⁴

We've developed some of the largest networks in the country¹...

- Advantage Plus (PPO)—64,800 dentists at more than 114,000 total locations¹ offering a 27% discount⁵
- Concordia Advantage (PPO)—46,000 dentists at 90,735 total locations¹ offering a 30% discount⁵
- Concordia Plus (DHMO)—2,400 dental offices and 1,800 specialists in 12 states¹

Our commitment to customer service results in outstanding member satisfaction ...

- Member retention of 97% in 2006¹
- More than 9 out of 10 members are satisfied with their United Concordia dental program⁶
- More than 12 million claims processed in 2006¹
 - 94% within 14 days¹
 - 99.9% within 30 days¹
- Customer service representatives available weekdays from 8 a.m. to 8 p.m. ET
 - 96% first contact resolution rate¹
 - Inquiry call tracking system documents 100% of all calls
- Interactive Voice Response (IVR) system provides members with automated access to information, 24/7
- Comprehensive quality management practices

24/7 online access to the information you need at www.unitedconcordia.com ...

- **My Dental Benefits**—Gives members access to eligibility, claim details, payment information, procedure history, printable ID cards and more
- **Group Query**—Enables group administrators to verify member eligibility as well as add, change and cancel enrollees in real time
- **ConcordiaConnect**—Lets ASO plan administrators view benefit, claims and payment information
- **Xpress Claim**—Offers providers free electronic claims submissions and real-time explanation of benefits



1. Based on United Concordia internal research & reports, 05/07. 2. Department of Defense's Information Technology Security Certification and Accreditation Process since 02/05. 3. Endorsement announcement, AHA News, Nov. 4, 2002. 4. A.M. Best Insurance Reports, 2006. 5. Discounts based on national average, 04/06. 6. United Concordia survey, members utilizing provider network, 2006.

**For more information contact your United Concordia representative or call 1-888-884-UCCI.
Visit us online at www.unitedconcordia.com.**

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