

## DENTAL ADMINISTRATION SERVICE

Complete end-to-end dental administration powered by our Enterprise System

Though technology advancements are now commonplace in the practice of dentistry, dental benefit administration often continues to rely on the same paper-based, manual processes, resulting in less than optimal operational performance.

It's time for dental benefit administration to join the digital age, with technology-enabled administration services that drive operational excellence, lower costs, and allow businesses to scale to market demands.

### TECHNOLOGY-ENABLED DENTAL BENEFITS ADMINISTRATION FOR GOVERNMENT AND COMMERCIAL PAYERS:

SKYGEN USA's dental administration services are managed by dedicated dental experts and powered by our automated Enterprise Technology to help decrease benefit costs, improve provider network performance, and offer dental program payers peace of mind.

#### PROVIDE REGULATORY COMPLIANCE

SKYGEN USA's compliance team ensures federal and state rules and regulations are met.

#### ENSURE MEMBER AND PROVIDER SATISFACTION

By deploying robust self-service web portals, members and providers can quickly find the dental benefit information they need when they need it.

#### QUICKLY ADJUST TO NEW BUSINESS

Using state-of-the-art automation technology, SKYGEN USA's dental benefit administration team can quickly and easily adapt to a rapid increase in membership without increasing benefit costs.

#### DEDICATED DENTAL TEAM

Our team expertly handles all dental processes from network development to claims payment.

#### ACCURATE PROVIDER DATA

SKYGEN USA's benefit administration ensures clean data throughout the provider lifecycle by capturing data directly from providers themselves.

#### CUSTOM-BUILT NETWORKS

SKYGEN USA's network development team can craft a network specific to the client's needs and make the network available within 90 days of the implementation date.

## WHY SKYGEN USA

Our benefit administration services leverage our modern Enterprise System platform



**More than two decades of dental expertise.** Since our inception in 1993, SKYGEN USA has been focused on developing innovative, efficient processes and technology specifically for dental benefit administration.

**Adaptable and flexible.** Our dental benefit administration systems and solutions are able to accommodate any benefit plan configuration, giving payers the freedom to design creative, cost-effective benefit plans that meet their dental program goals.

**Hands-on management.** SKYGEN USA's industry-leading dental consultants thoroughly review claims to ensure accurate payments and identify costly instances of provider fraud, waste, and abuse.

**Operational transparency.** Using our Enterprise System, dental payers can access real-time performance reports through built-in executive reporting at any time, providing complete transparency into SKYGEN USA's dental benefit administration operations.

### CLIENT EXPERIENCE

Support more than  
**2,500**  
dental products

First dental benefit  
management company  
to receive  
**full URAC  
accreditation**

Improved member  
satisfaction from 87% to  
**96%**  
for one of our dental  
clients within one year

In 2017, processed  
more than  
**11M**  
dental claims

Nearly  
**90%**  
of dental claims paid  
within 14 days

Almost  
**80%**  
of dental claims  
submitted electronically

SKYGEN USA  
administers  
dental benefits  
for nearly  
**10.5M**  
members...

...on behalf  
of MCOs in  
**33** states.



To learn more about how SKYGEN USA's benefit administration can bring your dental program into the digital age, visit: [skygenusa.com/learnmore](http://skygenusa.com/learnmore) to schedule a demo or start a conversation with us.



### ABOUT SKYGEN USA

SKYGEN USA powers dental and vision connectivity solutions that inspire our clients to move confidently into the future by employing technology that creates unparalleled efficiencies, streamlines marketplace interactions and drives better healthcare access, value and satisfaction. We help dental, vision and other specialty benefit payers in both commercial and government markets become the most efficient and effective healthcare organizations in the country through intelligent SaaS automation, technology-enabled services, marketplace connectivity, and risk management solutions. SKYGEN USA powers the nation's largest healthcare insurers with clients operating in over 100 markets, serving over 35 million member lives on its technology platform, and 10 million member lives through its technology-enabled services.