



## **FOR IMMEDIATE RELEASE**

### ***Speed eClaim* Helps National Dental Insurer United Concordia Process Claims Quickly, Efficiently and Electronically**

HARRISBURG, PA (January 29, 2009) –Harrisburg, PA-based national dental insurer United Concordia Companies, Inc. has renamed its real-time claims processing service, Speed eClaim, formerly known as Xpress Claim, to better communicate the Web-based nature of the service.

The online service offers several advantages to dentists:

- Free electronic claims submissions to United Concordia via the Internet
- Real-time explanations of benefits (EOBs)
- Instant online editing and resubmission
- Reduced telephone calls, faxes, stamps and paperwork

In addition to offering its Speed eClaim service, United Concordia works with a number of clearinghouses to facilitate electronic submissions from providers across the United States. At the end of 2008, over 50 percent of the company's claims and over 70 percent of its inquiry transactions were handled electronically. This included over 5 million inquiry transactions from dentists through the "My Patients' Benefits" section of the United Concordia Web site, [www.unitedconcordia.com](http://www.unitedconcordia.com).

"Electronic submissions enable United Concordia to provide faster claims processing, with fewer errors and immediate adjudication," said Jon Seltenheim, United Concordia's senior vice president of Customer Service Operations. "This benefits our customers and members as well as the dental community. The greater efficiency resulting from these submissions helps us better manage our administrative costs which may help slow the rate of premium increases over time," he said.

Dental offices with Internet access and appropriate Web browser capabilities can submit claims directly through Speed eClaim, a service offered free to all dentists regardless of participation in the United Concordia network.

With this service, dentists receive faster claim payment from United Concordia since filing paper claims has been replaced by electronic technology and an online claims processing system. The system also allows dentists to collect payment immediately from patients because Speed eClaim offers access to each patient's copayment amount at the time of service.

In addition to these benefits, dental offices using Speed eClaim receive a daily report that summarizes all claims and encounters that have been submitted, finalized and suspended helping dentists keep track of each claim's status more efficiently.

"We designed Speed eClaim to be user-friendly and to dramatically improve the ability of dental offices across the country to file their claims with us," said Seltenheim. "Offices that use the system tell us they appreciate its simplicity, the postage savings and a variety of other benefits this technology introduces into the claims filing process."

### **About United Concordia**

United Concordia Companies, Inc., headquartered in Harrisburg, PA, is one of the nation's largest dental insurers, with more than 7.7 million members worldwide and 2007 revenues of \$1.3 billion. United Concordia has a company-wide dedication and commitment to superior customer service which is evident in the design, implementation, administration and servicing of its dental benefits programs. For more information about the Speed eClaim service, providers can call 1-800-633-5430 or visit [www.unitedconcordia.com](http://www.unitedconcordia.com) and click on the "Dentists" tab, then select Speed eClaim.

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