

## ***DENTAL/VISION CLAIMS PROCEDURE***

STEL provides a Dental and Vision reimbursement plan benefit to eligible employees. Our plan pays benefits based on actual dental expenses, not a fixed dollar amount per specific procedure. Vision coverage is paid at a set dollar amount.

**Note:** This is not dental or vision insurance; it is a reimbursement plan only. You are responsible to pay your dental/vision provider for their services.

To avoid delays in processing your claims:

1. Use the proper claim form. (Do not use old form(s) listing P & A Administrative Services as the Third Party Administrator or the P & A Group STEL Claim Form). Current claim forms can be found on the employee intranet site.
2. Attach proper back-up paperwork to the claim form if needed (a statement of your account with only an amount due is not considered proper back-up). Incomplete or incorrect paperwork will cause a delay in your reimbursement.
3. Submit Completed Claim Forms to the Administrative Assistant.
4. Generally, dental/vision forms submitted by Thursday each week will be reviewed, processed and check request submitted to the Accounting department. Check requests will be processed with other account payables on Tuesday of each week. This schedule may change as per the Accounting department's schedule.

Once the claims are received at the Administrative Office:

1. Administrative Assistant will process claims on Friday and print a Check Request.
2. Claims and Check Requests are then submitted for approval to the Human Resources Director.
3. Once approved, check requests are submitted to the Accounting Department for processing.
4. The Accounting Department will process your check as quickly as possible and mail it to your program. Please be aware that checks may be delayed due to accounting department changes.
5. Questions regarding your claim are to be directed to the Administrative Assistant at 716-366-7792 extension 222. Do not call the Accounting Department for the status of your claim.