



DENTAL • VISION • LIFE • DISABILITY

Exceptional *Performance Standards*

Renaissance works hard every day to provide a benefits experience that stands out. One of the ways we provide a great benefits experience is through our dedicated service team and customer support. For years we have monitored our performance against the high standards we set for ourselves.

To prove our commitment to delivering the best performance possible, we closely track our claims processes and continually work to improve how we do business.

Claims Turnaround²

10 days: 88.03%

15 days: 94.06%

20 days: 98.99%

30 days: 99.81%

Dental Performance *Standards*:

Network Discount:

Renaissance has a standard nationwide network discount of 28%¹

Claims Payment Accuracy:

Renaissance regularly audits our claims processes to ensure claims are handled quickly and accurately. Renaissance boasts a 99% financial accuracy, 97% payment accuracy and 97% processing accuracy.²

Customized Reporting:

Renaissance offers detailed customized reporting so that your clients can feel confident they are receiving the coverage and attention they deserve. Our reporting includes network utilization, top utilized providers, network savings, and more so that you can work with your clients to analyze current coverage and plan for future product designs.

Seamless Implementation:

Renaissance provides a seamless implementation process so that groups are implemented accurately from the beginning. Our implementation team conducts quality control audits regarding plan benefit analysis, account structure, group set-up, billing, uploading enrollment files, and more. Then, our quality control measures are monitored throughout your coverage to ensure we are meeting expectations.

1) Renaissance Internal Data, 2018

Underwritten by Renaissance Life & Health Insurance Company of America, Indianapolis, IN, and in New York by Renaissance Life & Health Insurance Company of New York, Binghamton, NY. Both companies can be reached at PO Box 1596, Indianapolis, IN 46206