



*A special message for the
Arizona State Retirement
System from your friends
at Sun Life!*

The best Dental partner for the Arizona State Retirement System

"Delivering service with P.R.I.D.E." –The Arizona State Retirement System Vision & Values

Sun Life is the **best Dental partner** for the ASRS retiree members based in Arizona and across the United States, wherever they call home. Like the ASRS *P.R.I.D.E.* mantra, Sun Life's Client for Life vision propels us to look beyond the product to the service and experience we deliver, with the goal of keeping Clients—like the ASRS—for the long term. Having worked together for almost 20 years, Sun Life's team has a unique, deep and first-hand understanding of the ASRS' retiree membership.

But that's not all...here are a few more reasons Dental with Sun Life is **brighter under the sun**:



A recognized benefits brand the ASRS can trust

Ranked #273 on Forbes Global 2000, Sun Life is a leading financial services company in addition to being one of America's leaders in group insurance plans¹. With over 30 years of experience in dental, Sun Life is a recognized benefits brand in the United States, committed to helping our clients and members live healthier lives. Sun Life was named one of the 2019 Global 100 Most Sustainable Corporations in the world—the 10th consecutive year of this recognition. Also well known for our diversity and inclusion efforts, Sun Life was recognized as a 2019 Best Places to Work for LGBTQ Equality. The entire Sun Life organization is active in impacting our communities in a variety of ways, most notably around Diabetes awareness and prevention. Since 2012, Sun Life has committed over \$17 million to Diabetes causes.



Strong plan options provide retiree members with more choice

The ability to provide a mix of options gives the ASRS retiree membership more choice. From Indemnity to PPO (Basic and Advance) to DHMO (with and without Orthodontia) plans, Sun Life offers the breadth of choice necessary with a large, diversely located population. Whether plan benefits, price point, or both drive their decision, members have the ability to select a plan that fits their needs.



Dental claims expertise

ASRS members have a toll-free claims line, serviced by an experienced team, dedicated to our National Accounts. With a combined 187 years of service and average tenure of 12 years, this team brings both claims processing and Client service experience to resolve questions you or your retiree members may have about their plan. Dedicated leadership for this team also ensures that quality and service levels are consistently achieved or exceeded.

Experienced Dental Claims Management:

- David Riley, AVP Dental and Vision Claims—20 years of experience
- Lindsay Majerus, Sr. Manager Dental Claims—15 years of experience
- Trina Snowden, Manager Dental Claims—11 years of experience
- Dedicated call center—average 12 years of experience

- **2.3 million claims**
- **990,000 service calls**
- **61% claims received electronically**

(all claims stats)
2018



New Sun Life Dental Network® offers more dentists

Sun Life's Dental PPO network is one of the largest PPO Dental networks in the United States². Our analysis of the ASRS claims experience shows that the Sun Life Dental Network® will increase in-network claims penetration by approximately 3.5 points, further reducing claims expense. More in-network coverage means decreasing retirees' out-of-pocket costs for dental treatments.

Sun Life's Dental PPO Network increases the ASRS's in-network claims penetration by an approximately 3.5 points.



Dental network optimization program—PPO and Prepaid networks

We are always recruiting. Our PPO network has grown over 13% in Arizona and 11% nationally in the last 3 years, and we are committed to continued growth where it benefits the ASRS membership. Sun Life also reviews Provider credentials on a regular basis to ensure the quality of our network.

Our goal is to have the dentists that ASRS members see participating in our networks. With our **Network of ONE** philosophy, our recruiters, located in Arizona and around the country, work hard to ensure more members find their **ONE** dentist in the network their plan utilizes. With approval from the ASRS, our team will execute a targeted recruiting effort (PPO and Prepaid networks) on behalf of your membership, providing monthly updates on recruitment activity.

Experienced Dental Network Team:

- Greg Meagher, Director of Dental Networks (25 years of experience)
- Mike Hall, Sr. Manager Dental Networks (19 years of experience)
- In-market recruiters for largest employee populations*: Arizona (1 recruiter), California (3 recruiters), Texas (1 recruiter), Colorado (1 recruiter) and Washington (1 recruiter)

* Additional in-market recruiters for other key locations. An in-house recruiting team backs in-market recruiters.



Marketing, communication & enrollment support

Co-branded* materials available, including:

- Dedicated ASRS microsite (www.sunlife.com/asrs)
- Pre-enrollment communication: flyers, posters, videos and emails (upon request)
- Enrollment and education highlighters
- Support for benefit meetings/fairs
- Post-enrollment support—tips for using your dental benefits guide
- Annual member satisfaction survey (email)

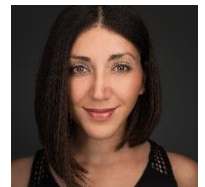
* Co-branding may be limited to certain documents

Ongoing Client service

Veronica Lee

Senior Client Relationship Executive
(15 years of experience)

Veronica coordinates implementation, enrollment and provides ongoing support for the ASRS.



¹"The World's Leading Companies," Forbes.com, May 2019.

²The Ignition Group, LLC, data as of September 2019 and based on unique dentist count. For more information, please visit www.netminder.com.

This dental plan does not provide coverage for pediatric oral health services that satisfies the requirements for "minimum essential coverage" as defined by the Patient Protection and Affordable Care Act ("PPACA").

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (SLOC) (Wellesley Hills, MA) in all states, except New York. Prepaid dental products are provided and administered by SLOC, and are provided by prepaid dental companies affiliated with SLOC, in certain states except New York. Prepaid dental companies are Denticare of Alabama, Inc., United Dental Care of Arizona, Inc., UDC Dental California, Inc., United Dental Care of Colorado, Inc., Union Security DentalCare of Georgia, Inc., United Dental Care of Missouri, Inc., Union Security DentalCare of New Jersey, Inc., United Dental Care of New Mexico, Inc., UDC Ohio, Inc., United Dental Care of Texas, Inc., and United Dental Care of Utah, Inc. In New York, insurance products and prepaid dental products are underwritten or provided and administered by Sun Life and Health Insurance Company (U.S.) (SLHIC) (Lansing, MI).

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GDFL-9108