

Ameritas Managed Dental Care Division  
P.O. Box 82520  
Lincoln, NE 68501-2520

Northwest ISD

## **...your temporary dental coverage ID cards have arrived**

*Carefully remove them from this sheet (below) and take one with you to your next dental appointment.*

### **Welcome...**

- get direct access to online benefit information by visiting **ameritasgroup.com/member** and signing into the secure member site
- **IMPORTANT: your certificate of coverage is available ONLINE so please visit our website today to view/print a copy; also online you may access your dental benefit summary, pending and paid claims, pretreatment estimates and the status of plan maximums and deductibles**
- for answers to your **dental benefit coverage questions**, call our customer relations team at **800-487-5553** Monday through Thursday from 7 a.m. to midnight and Friday from 7 a.m. to 6:30 p.m. Central Time
- to get the most current and complete **PPO Dental Network** directory, visit **ameritasgroup.com**, select **Find a Provider**, then select **Dental** or call **800-487-5553**
- you have freedom to select the provider of your choice; If you visit one of our PPO network providers, you may reduce your out-of-pocket expenses, because our PPO providers agree to discounted fees
- for dental or vision service needs outside the USA, call AXA Assistance USA, Inc. (AXA) at 1-866-662-2731 (toll free) or 1-312-935-3727 (collect call) for a referral. Providers referred by AXA are not members of the Ameritas Life Insurance Corp. (Ameritas) PPO Network. Referral to an AXA provider is not a guarantee of benefits, and all policy provisions and limitations would apply. **Note: These provider referral assistance services are independently offered and administered by AXA. Ameritas and its affiliates and subsidiaries do not participate in the selection of these dental and vision service providers and do not oversee or monitor AXA's performance of these services. Additionally, Ameritas does not warrant or guarantee or make any representation as to the quality of the services provided by AXA or by any dental or vision service provider referred by AXA.**

#### **AMERITAS PPO DENTAL NETWORK**



Ameritas Group Dental Claims  
P.O. Box 82520  
Lincoln, NE 68501-2520



Northwest ISD

**Policy # 010-351306**

**Certificate # 123456789**  
**Dependent Coverage YES/NO**

EE NAME

For benefit information or to express concerns about our services, call Ameritas at 800-487-5553 or visit us online at [ameritasgroup.com](http://ameritasgroup.com)

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*Our customers come first.  
And second. And third. Always.  
We want you to know  
that we're here for you,  
and we'll do everything we can  
to answer your group dental  
benefits questions.*

**Thank-you...**

- we are committed to providing you with high-quality, cost-effective dental benefits through your policyholder, and we truly value your participation
- member satisfaction is number one, so if for any reason you have a concern about your current dental benefits, please let us know (there's a formal grievance and appeal process in place for your protection should you choose to use it); in addition, we continually monitor member satisfaction with our services through an internal quality improvement program

***Select the dentist of your choice visit a PPO network provider to help reduce out-of-pocket expenses***

- visit us online at [ameritasgroup.com](http://ameritasgroup.com) for a current list of PPO network providers, also find claim forms, benefit and claim status information, plus much more
- claim forms also may be obtained from your policyholder, and we will accept your provider's claim form or super bill
- present this card at your appointment
- you or your provider may mail the completed claim form to Group Claims, P.O. Box 82520, Lincoln, NE 68501-2520; fax it to 402-467-7336. For electronic submittal, please use Payor #47009.
- if visiting a PPO network provider, your benefits will be paid directly to that provider

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