

Ameritas Life Insurance Corp.  
P.O. Box 82520  
Lincoln, NE 68501-2520

XXXXXXXX X XXXXX  
XX XXX XXXX  
XXXXXX, XX XXXXX

## Your 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

1. Visiting **Ameritas.com**
2. Selecting Sign In in the upper right corner
3. Choosing the Dental/Vision/Hearing section
4. Signing into the secure member account using the ID number below

In your secure member account, you can access:

- Your Explanation of Benefits (Go Paperless! Sign-up online to receive your EOBs electronically.)
  - Your dental Benefit Summary and Pretreatment Estimates
  - Pending and paid claims, status of plan maximums, and deductibles
  - Your ID card
  - Your Certificate of Coverage
- For answers to your **dental benefit coverage questions**, check out our Frequently Asked Questions on Ameritas.com under the Resource Center. You can also contact 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 **Dental Network** directory, visit **Ameritas.com**, select Find a Health Provider at the top of the page, then select **Find a Network Dental Provider Online**, in your search choose your network, visible on your card below, or call **800-487-5553**.
  - You have freedom to select the provider of your choice. If you visit one of our network providers, you may reduce your out-of-pocket expenses because our providers agree to discounted fees.

#### AMERITAS DENTAL NETWORK

Networks: Classic, Plus

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



**Ameritas.**

ABC COMPANY  
**Plan #** 10-00000-1  
**Certificate #** 0  
JOHN DOE

**Dependent Coverage** Yes  
**Member ID #** 000000000

For benefit or services information or to express concerns about our services, call Ameritas at 800-487-5553 or visit us online at Ameritas.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 and we truly value your participation. We continually monitor member satisfaction through an internal quality improvement program.
- Member satisfaction is our number one priority, so if for any reason you have a concern about your current dental benefits, please contact us. There's a formal grievance and appeal process in place for your protection should you choose to use it.

Download the Ameritas Benefits member app to easily search for providers and view dental benefits, processed claims and ID cards once benefits are active. Available for iOS and Android.

For more information, visit <https://www.ameritas.com/digital/benefits-app>

#### ***Select the dentist of your choice. To help reduce out-of-pocket expenses you can visit a network provider.***

- Present this card at your appointment.
- Visit us online at [Ameritas.com](https://www.ameritas.com) for a current list of network providers and claim forms. Visit your secure member account to see your benefit and claim status information, and you can go paperless for your EOBs.
- Claim forms may also be obtained from your plan administrator, and we will also accept your provider's claim form or super bill.
- 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 Payer #47009.
- If visiting a network provider, your benefits will be paid directly to that provider.

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