

# who is Ameritas?

At Ameritas, we provide over 5.4 million customers with quality dental, vision and hearing care plans that fit their specific needs. Our clients benefit from our more than 30 years of experience in providing group dental plans, and more than 20 years in providing group vision plans.

## Our Process

- We process more than 3.6 million claims and answer nearly 1.4 million phone calls each year.
- We have a standard claims processing turn-around time of just 5-10 business days.
- The dollar accuracy of our processed claims exceeds 99%.

## Our Customer Connections Team

- Call us toll free at 800-487-5553, Monday – Thursday 7:00 a.m. to Midnight and Friday 7:00 a.m. to 6:30 p.m. [Central Time].
- A certified Center of Excellence, our call center performs in the top 10 percent of all call centers in its industry based on Benchmark Portal's measurements.

## Our Website

- Visit us at [ameritasgroup.com](http://ameritasgroup.com).
- Search for a dental or vision provider.
- Review your plan benefit summary and look up claim status and payment details.
- View 24 months of claim history.
- Check your maximum/deductible status.
- Sign up for our online explanation of benefits [EOB] statements.
- Much more!

## Our PPO Dental Network

- Our Participating Provider Organization [PPO] gives you access to a nationwide network of credentialed dental providers.
- With our dental plans, you may receive care from any provider you choose; however, your out-of-pocket costs may be lower if you choose a provider from our PPO dental network.
- Many of our PPO providers offer discounted fees on virtually all procedures, covered or non-covered [as available by state law]. This gives the members a chance to receive affordable treatment for additional services they may not ordinarily choose.

## Our Dental Solutions

- Traditional indemnity [full flexibility]
- Value Source® [coverage with cost controls]
- EssentialDental® [covers only the basics]
- Voluntary plans [employee-pay-all plans, various group sizes]
- PPO plans [Participating Provider Organization network]
- Dual Choice [indemnity option] plans
- \$ensible Choice® plans [combines expense-based reimbursement with cost-management options]
- Dental Rewards® and PPO Bonus
- Type 2 Incentive Coinsurance
- Orthodontia [adult and/or child]
- Coverage available for dental implants, tooth bleaching and composite fillings on molars

## Our Vision Solutions

- Vision Perfect® [features a maximum covered expense plan with a flat max option, access to eyewear frames and lenses savings]
- Focus® [features the VSP® or VSP Choice nationwide networks]
- ViewPointe® [features EyeMed VisionCare Access and Select nationwide networks]
- Voluntary plans [employee-pay-all plans, various group sizes]
- EyeChoice® [streamlined voluntary plans with set rates]
- LASIK Advantage® [laser vision correction coverage]

## Dental And Vision Combined

- FUSION: THE ULTIMATE CHOICE®

## Our Hearing Care Solutions

- Coverage options for hearing exams, hearing aids and hearing aid maintenance
- Can be combined with most dental plans
- Our relationship with EPIC provides possible cost savings on expenses related to hearing care



This information is provided by Ameritas Life Insurance Corp. [Ameritas Life]. Group dental, vision and hearing care products [9000 Rev. 03-08, dates may vary by state] and individual dental and vision products [Indiv. 9000 Ed. 11-09] are issued by Ameritas Life. Some plan designs are not available in all areas. In Texas, our PPO network and plans are referred to as the Ameritas Dental Network. Some states require that producers be appointed with Ameritas Life before soliciting its products. To become appointed with Ameritas Life, please call 800-659-2223. Most plans for groups with 26 or more enrolled lives are administered by Ameritas Life. Billing and eligibility for most plans with 25 or fewer enrolled lives are provided by HealthPlan Services, Inc.

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