

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

Attn: City of Winston Salem
100 E 1ST Street Suite 131
WINSTON SALEM, NC 27101-4000

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 visiting **ameritas.com** selecting Account Access in the upper right corner, Dental/Vision/Hearing, and signing into the secure member account
- **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, and online access to this ID Card
- 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 **Dental Network** directory, visit **ameritas.com**, select Find a Provider at top of page, then select **Dental**, 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
- 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) 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 DENTAL NETWORK

Networks: Classic



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



CITY OF WINSTON SALEM
Plan # 10-301702

AMERITAS DENTAL NETWORK

Networks: Classic



Ameritas Group Dental Claims
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CITY OF WINSTON SALEM
Plan # 10-301702

For benefit 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 through your planholder, 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 network provider to help reduce out-of-pocket expenses

- visit us online at ameritas.com for a current list of network providers, also find claim forms, benefit and claim status information, plus much more
- claim forms also may be obtained from your planholder, 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 network provider, your benefits will be paid directly to that provider

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