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for dentists involved in managed dental care plans.

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BITINGedge

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Ameritas Group
475 Fallbrook Blvd.
Lincoln, NE 68521

Who's Who



Julie Faulkner

M eet Julie Faulkner, ACS! She joined the Ameritas home office in September 1997 as a customer service representative in claims. In February 1999, she joined managed care and was promoted six months later to professional relations specialist. In 2001 a promotion to group technical support specialist followed. In 2003 she earned a promotion to, and currently is, team leader provider relations. That same year, she earned her Associate Customer Service designation from the Life Office Management Association.

Major job responsibilities include supervising a staff of 12, tracking customer service standards and functional measurements, and assisting with provider credentialing and network-leasing arrangements. Also involved with training new associates and recruiting providers, she actively supports our provider network representatives and works closely with legal regarding current legislation.

A sports enthusiast, she enjoys watching Chicago Cubs baseball and cheering on her team. As a participant, she keeps fit by playing volleyball, basketball and softball. But most of all, she loves to read and has fun scrapbooking family photos featuring her husband, Brian, and their two boys - Caleb, age 4 1/2, and Cole, age 1.

Say "Hello!" to Julie by calling 800-755-8844 or emailing jfaulkner@ameritas.com.

February is...

National Children's Dental Health Month

Visit www.ada.org/public/news/ncdhm to learn more about promoting dental health in children. This ADA site includes presentation resources and fun activity sheets including a maze, word search, word jumble and pages to color. Help kids keep their smiles healthy!



Fax Number Change

The new Provider Relations Team fax number is (402) 467-7339.

2005 Fees Now Available

It's that time of year again when we review contracted network fees and incorporate new Current Dental Terminology information. If you did not receive the current fee schedule for your office, please contact our Provider Relations Team at 800-755-8844. Our representatives will be happy to assist you and your office staff.

Next year, we hope to have this process automated and offer fees online. It's our way of helping you administer our program in your practice, and providing you with all-hours access to vital information via the web.

When submitting claims, please remember to list your office's usual charge for services performed. This is a great way for insurance carriers to capture the true charge for your geographic area. Ameritas Group will use your claims information when establishing Usual & Customary allowances and contracted network fees. Your help in gathering this information is greatly appreciated!

New Dental Procedure Codes CDT-2005

New dental procedure codes established by the American Dental Association go into effect January 1, 2005. Ameritas and First Ameritas are updating these procedure codes and phasing out old, obsolete codes.

To assure compliance with ADA guidelines and HIPAA (Health Insurance Portability and Accountability Act) mandates, we will no longer be able to accept old codes beginning January 1, 2005.

CDT-2005 Summary:

- 3 code deletions—these will have minimal impact to customers due to low frequency of submissions.
- 47 code revisions—most of these reflect procedure code clarifications, 12 will impact our claims review process.
- 39 code additions—these were reviewed and added to our existing contracts when indicated by related procedures.

Points to Remember:

- Our claims-paying system will be ready to process the new codes on January 1. (If a claim is returned to your office noting invalid codes, please call and we will be happy to assist.)
- Providers and patients alike will enjoy uninterrupted service and, as always, efficient, accurate claims payment.



New Online Services

Visit our enhanced online services for providers at www.ameritasgroup.com/dentist and create a password-protected Dental Provider Account. **After a one-time New User registration, you'll have online access to more dental claims information than ever before!**

- Verify patient eligibility and benefits.
- View dental or orthodontic claims during the past 24 months for each insured member and their covered dependents.
- See payment amounts for processed claims, and the date your check was mailed.
- Sort claims by patient ID, date of service or claimant name.

To create your Dental Provider Account, you'll need:

- A recent Explanation of Payment statement (claim explanation).
- The Tax Identification Number or Social Security Number you use when submitting claims.
- The phone number you provide on claim forms.

Find everything else you need in the **Resource Center**. Download claim forms, learn about submitting claims and electronic claims, check your office's contact information through our provider lookup, access our glossary and FAQ sections, and more!

Cruise Offers 6 CDE Credits Sept. 3-10, 2005

Spain. France. Italy. That's right! Ameritas Group and the University of Nebraska Medical Center College of Dentistry are offering another seven-day Mediterranean cruise just like the one coming up in June.

It will offer the same great itinerary, similar pricing and six hours of top-quality Continuing Dental Education. The program, "Restorative Dentistry Pearls: What our patients want and what they should expect", will be presented by Dr. Henry St. Germain, Jr., DMD, MSD, MEd. *He earned his Doctor of Dental Medicine from Tufts University, his Masters of Science in operative dentistry from Indiana University and his Master of Education from George Washington University.*

Partnering with the country's finest dental schools, Special Event Cruises offers a variety of exceptional CDE programs aboard the luxury cruise ships of Royal Caribbean Cruise Line and Holland America Line. This combines the adventure of a cruise vacation with the opportunity for professional training. Bring the whole family!

Call Special Event Cruises today at 800-326-0373 to book your cabin. Be sure to ask for the continuing education discount available only to Ameritas and First Ameritas providers. You also may visit www.specialeventcruises.com for more information.

Did You Know?

More than 1,800 known drugs have the ability to cause dry mouth. They include prescriptions like antidepressants and over-the-counter medicines such as cold and allergy remedies. Over time, dry mouth increases the risk for oral and dental infections in about one of every four to five adults, mainly women.

Source: www.drymouth.info

Happy Holidays!

We appreciate your professional dedication to helping others maintain healthy mouths, and we thank you for being part of our team.

Please accept our sincerest wishes for a joyous holiday season and a Happy New Year!



*The Memorial Bridge over the Appomattox River in Virginia
National Park Service Historic Photograph Collection*

If you are interested in contributing to Biting Edge, please e-mail Lori McPherson at lmcperson@ameritas.com.

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