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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.
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Who's Who



Rochelle Swanson

M eet Rochelle Swanson! She joined Ameritas in 1990 as a claims examiner. Since then, she has earned promotions to claims customer service representative II and professional relations specialist.

Job highlights involve maintaining provider files including complex documents for several large dental corporations and its associates, partnering with our Provider Network Representatives concerning PPO issues, and mentoring and training new associates on the Provider Relations team. In addition, she is instrumental in retrieving the necessary information to keep provider files up to date.

Favorite pastimes include walking and enjoying the great outdoors, listening to her favorite music, seeing what's new at the movies, and spending time with her family. She and her husband, Dan, have two sons: Ben, age 17, and Hayden, age 5.

Say "Hello!" to Rochelle by calling 1-800-755-8844 or emailing rswanson@ameritas.com.

Save \$150 on
FastAttach™ by Nov. 30

Would you like to join the computer revolution and begin submitting electronic attachments to carriers that support electronic claims? Electronic attachments include X-rays, periodontal charts, photographs, proof of primary payments, narratives and more. If you've got Microsoft® Windows® 98 or higher, you're ready!

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For more information, visit www.nea-fast.com, scroll down to the light blue promotion code box, and enter AMERITAS. Or call 1-800-782-5150 Ext. 2. Be sure to mention the Ameritas special promotion!

College Student Claims

Tips for faster processing

For full-time college student dental claims, be sure to:

- Complete the Student Section of the claim form. Note: If the claim has been submitted and we request additional student information, simply call our claims center at 1-800-487-5553 and provide the requested information over the phone.
- Include preoperative X-rays for oral surgery claims.
- Submit multiple dates of service on one claim form.

In The News

Synthetic Tooth Enamel Paste for Small Cavities

Around the world, there are news articles concerning a breakthrough invention from Japan. It's a paste of synthetic enamel that fills small cavities as if they had never existed — with no drilling!

After the dental professional cleans the area and brushes this paste over the small cavity, it takes only 15 minutes to cure. The result is a tooth-color filling with a protective top layer that stays put. It also prevents further cavities from forming where the paste is applied. The catch: Right now, it's only available through clinical trials in Japan.

**Would you like to be published in Biting Edge?
Email your dental-related articles to Lori McPherson
at lmcperson@ameritas.com,
or mail to 475 Fallbrook Blvd., Lincoln, NE 68521.**

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and in New York at www.firstameritasgroup.com.**

Patient Dental Benefits Online

We believe it's important that our insured dental plan members understand their benefits or, at the very least, know where to quickly find this knowledge. To make it easily accessible, we offer personal benefit information to our dental plan members at www.ameritasgroup.com and, in New York, at www.firstameritasgroup.com.

Have you had the chance to visit our web site lately? Log on and select Plan Member (left margin). There's a wealth of information out there to help plan members better understand the benefits available to them and their covered dependents. And, we hope the end results are happier patients and happier provider offices!

The Plan Member Home Page supplies these options:

Resource Center with printable forms in PDF format, instructions on submitting a claim or pretreatment estimate, frequently asked questions and a glossary of dental insurance terms.

Find a PPO Provider, which lists all of our PPO general and specialty dental care providers. Pretend you're a plan member and look up your office. Is your office information up to date? If not, contact our Provider Relations team at 1-800-755-8844. This will assure that we're advertising your office and processing your claims with the correct information.

Dental Benefit Summary showing basic highlights of the member's dental plan benefits (does not include claims information).

Secure Member Access where plan members may view their benefit summary, pending and paid claims, pretreatment estimates and status of annual maximums and deductibles.

In October

National Dental Hygiene Month

Every October, the American Dental Hygienists' Association celebrates National Dental Hygiene Month. This year, the focus is "Tobacco and Heart Disease." Those in the dental industry are key to recognizing early warning signs of many life-threatening conditions before they become serious. To learn more, visit www.adha.org. Please accept our year-round thanks for all of your efforts!

National Health Education Week

The third week in October is when The National Center for Health Education celebrates National Health Education Week. This year's theme is "Healthy Choices: Family Life Education." To learn more, please visit www.nche.org.

Did You Know?

Ameritas Group and First Ameritas Life Insurance Corp. of New York (Suffern, NY) are part of a diversified family of successful insurance and financial services businesses.

Ameritas Group is a division of Ameritas Life Insurance Corp., an Ameritas Acacia Company. The Ameritas Acacia Companies — Ameritas Life Insurance Corp., Acacia Life Insurance Company and affiliated companies — offer life insurance, annuities, financial planning, group dental and eye care insurance and business expertise, mutual funds and other investments, retirement plans, 401(k) plans, banking, worksite benefits and public financing.

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