



BITINGedge is a publication produced by Ameritas Life Insurance Corp.
for dentists involved in managed dental care plans.

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BITING edge

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Ameritas Group
475 Fallbrook Blvd.
Lincoln, NE 68521

Who's Who



Lisa Johnson

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Meet Lisa Johnson, ACS! She joined Ameritas in 1990 as a group division secretary. In 1994 she transferred to managed care as a professional relations assistant, and in 1996 she was promoted to professional relations specialist. In 1998 she was named team leader - managed care. She earned her Associate Customer Service designation from the Life Office Management Association.

Major job responsibilities include supervising the managed care fulfillment area, coordinating provider recruitment mailings, performing managed care system training and creating marketing material.

As a certified personal trainer, she enjoys exercising, riding bikes and lifting weights. She also enjoys Nebraska Cornhusker college football and spending time with her husband, Doug, and their son, Nathan, age 15. Other family members include a Boxer named Spike and Jordan the cat.

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

FREE – 3 Hours of Continuing Education Credit (Courtesy of Ameritas and First Ameritas)

Through our partnership with ProBusiness Online, we're happy to offer our PPO providers three hours of continuing education credit AT NO CHARGE. ProBusiness Online is the premier online learning management company for healthcare professionals in private practice.

To sign up for the FREE course offered by Ameritas and First Ameritas, email your name, email address, phone number and job title to admin@probusinessonline.com. Within five business days, you will receive a confirmation email with instructions on how to begin taking your free course.

In addition, our contracted PPO provider offices receive exclusive discounts off hundreds of online courses. All courses offer 24-7 access for one year. Now, required certification for the entire practice can be completed any time — without travel expense or time away from work.

Faster Processing for Paper Claims

To expedite processing, we scan paper claims into our computer imaging system. This provides enhanced customer service by allowing instantaneous claim retrieval, and increases our ability to identify and correct submission or processing discrepancies. So it's important that paper claims scan in clearly.

The fastest way to get paid on paper claims:

- DO submit clear, legible claim forms.
- DO underline or circle important information.
- DO include the treating dentist's name, address and TIN or SSN.
- DO identify the relationship of the patient to the member.
- DO submit complete member information including full street address and ZIP Code.
- DO use fresh ribbon/ink in your printer.
- DO use a black ink or black felt-tip pen.
- DO use original claim forms or superbills.

- Don't submit dark copies or claims on color paper. (They scan in dark and unreadable.)
- Don't highlight. (Highlighted areas scan in dark and unreadable.)
- Don't submit poor-quality, dot-matrix-printed claims.
- Don't use color ink, fine-point pens or pencils.
- Don't use photocopied claim forms or superbills.

Films and Charting — Include films with surgical extractions, crowns, onlays and bridges. Label duplicate films left and right. All films should be dated. Note: Periodontal charting is required for all reported periodontal procedures.

Prosthesis, Initial or Replacement — If the crown, bridge or partial/complete denture is a replacement, please note the prior placement date. If it is initial and an extraction is not listed on the claim, please include the date the tooth was extracted.

Tooth Number/Letters — Site-specific information is required. List quadrant/arch and tooth number in accordance with ADA code.

We gladly accept any standard ADA claim form. Or you may print our dental claim form (GC140 for Ameritas, FA32 for First Ameritas) by visiting www.ameritasgroup.com or www.firstameritasgroup.com and selecting Forms. Are you interested in going electronic? The web sites also contain information about submitting electronic claims.



- OSHA certification training
Train up to 10 staff members
8 hours of CE credit
One low price \$79.20
- Annual HIPAA compliance training
Train up to 10 staff members
6 hours of CE credit
One low price \$63.20
- Over 200 CE courses
For the dentist or auxiliary staff
Discounted for Ameritas and First Ameritas

To learn more, visit <http://ameritas.probusinessonline.net> today!

On the Web

We've enhanced online services so patients with Ameritas Group dental insurance now have access to more of their claims information than ever before. There's even a Resource Center to help patients better understand their dental benefits. So when you receive benefit questions, feel free to refer Ameritas insureds to www.ameritasgroup.com (availability coming soon for New York).

Say, have you set up your online Dental Provider Account? It provides Internet access to patient eligibility, benefits and dental or orthodontic claims for the past 24 months. It also includes claims processing status and payment amounts.

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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Visit us at www.ameritasgroup.com and in New York at www.firstameritasgroup.com.

PPO Pays in 7 Days



As a perk for participating, we offer quicker payment for our PPO providers! It only takes seven business days from the date the claim is processed, whether the claim is electronic or paper, and we'll mail your check.

In the past, paper claims could stay in the check consolidation process for a maximum of 14 business days. No more! Now you get paid in half the time. It's our way of saying THANK YOU for participating in the Ameritas and First Ameritas provider network.