

Electronic Claims Advantages

- Electronic claims are processed the same working day received.
- Postage and envelope expenses are eliminated, and so is mailing time!
- **We pay** the per-claim electronic submission fee for Ameritas and First Ameritas Participating Provider Organization (PPO) providers who use MedE America or ENVOY Corp.
- Many practice management systems allow entry of information once for both accounting and claims submission.
- We use image processing, allowing patient information including X-rays and attachments to be kept on-line for up to 2 years.

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

We currently accept claims electronically through two nationally known clearinghouses: MedE America (888) 416-0673 option 4, and ENVOY Corp. (888) 545-6127. These companies offer a variety of services including a vast network of vendors that offer the software needed to submit claims electronically. The future is now!

ISSUE NO. 11

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for dentists involved in managed dental care plans.

Ameritas Home Office - Managed Dental Care Division • 800-755-8844

BITING edge

Who's Who In Managed Care



Back, from left: Amie Webster, Lucy Christi, Kip Koll, Karen Gustin (home office). Front, from left: Melinda Valencia, Diane Hicks, Michele Wallstrom.

Meet the West Region Provider Network Specialists!

Ameritas Provider Network Specialists play an important role in helping maintain our quality panel of dentists. Major job responsibilities involve recruiting qualified dentists for our Participating Provider Organization and Prepaid panels, assisting panel dentists with office and procedural compliance, and investigating dentist and patient complaints.

Amie Webster

Residing in Phoenix, Ariz., and holding the position of regional manager - provider networks west, Amie has been with Ameritas since 1993. She manages the west region and says her team is "the best in the west" at providing excellent service to all its customers. She's finishing up her Bachelor's degree in English at Arizona State University, and has already earned the Life Office Management Association's Associate, Customer Service designation. Hobbies include running, writing and swimming. She has a brother in Memphis and parents in Boston and Maine.

Lucy Christi

Lucy joined Ameritas in 1995 and is a senior provider network specialist in Costa Mesa, Calif. She earned her Bachelor's degree in Science from Panama City, Panama; an Associate's degree from El Camino College in Gardena, Calif.; and a Bachelor's degree in Business from the University of Phoenix. She also is a registered dental assistant. Lucy enjoys gospel music, reading and church, and is pursuing a career in the Christian ministries. She has two children, guardianship of her niece and nephew from Panama, and cares for her mother, who also resides with her. As a parent, Lucy is active in her children's school at both the local and district levels.

Kip Koll

Kip joined the Ameritas home office in 1991 as a dental claims associate. In 1996, she moved to Southern California where she holds the position of senior provider network specialist. As a California Association of Dental Plans certified procedural auditor, Kip has completed the Dental Assistants National Board's Infection Control Examination and has earned her Associate, Customer Service designation through the Life Office Management Association. With her home office dental claims background, Kip assists dentists with questions about Ameritas, and promotes the partnership between dental offices and Ameritas to enhance patient service. Interests include Fantasy Football, camping and movies.

Karen Gustin—Home Office

Karen is assistant vice president of managed care at the Ameritas home office in Lincoln, Nebr. She's been with the company since 1983 and works closely with our provider network specialists. Involved in all facets of the managed care industry, she is involved with continuing education and belongs to numerous committees including the National Association of Dental Plans IAAC Statistical Committee and Innovative Customer Solutions Ltd. Advisory Board. Hobbies include singing, golf, softball, racquetball and playing percussion in the University of Nebraska - Lincoln Cornhusker Alumni Band.

Melinda Valencia

Melinda joined the company in 1998 as a provider network specialist in Dallas, Texas. Her extensive dental background includes eight years of chairside dental assisting and 10 years of dental office administration/management. An accomplished runner, Melinda has completed eight marathons including the Boston Marathon. Other interests include reading, playing pool, music, movies and spending time with her cat, Lexy.

Diane Hicks

Joining Ameritas in 1998, Diane is a provider network specialist in Oakland, Calif. She holds a Bachelor's degree and has 13 years of registered dental assisting experience, primarily in general dentistry. Favorite pastimes involve spending time with her husband, Patrick, and 2 1/2-year-old daughter, Madeline. Diane also enjoys reading, continuing education and self-improvement.

Michele Wallstrom

A provider network specialist in Huntington Beach, Calif., Michele joined the company in 1996. She is a Police Academy graduate, having worked as a police officer for the Orange County Sheriff's Department. She is a licensed esthetician (skin care), California Association of Dental Plans certified and has completed studies at the University of Phoenix. She has an identical twin, Nicole, who also has worked for Ameritas. Michele's hobbies include scuba diving and working out.

Dental Malpractice Insurance

Ameritas offers a special malpractice insurance purchasing program exclusively for its paneled dentists. This program, issued by a nationally recognized insurance company, can provide you with an individual dental malpractice policy with **DISCOUNTED PREMIUMS!**

Plan highlights include:

- Savings of 20 to 40 percent
- Superior coverage
- No gaps in coverage
- Simplified application
- National, financially secure insurance company

For more information, contact Ameritas' managed dental care division at 1-800-755-8844 or e-mail Deb Ramsay direct at dramsay@ameritas.com. Make sure you're covered!



THE DENTAL HEALTH EXPERTSSM

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Ameritas group dental products are available nationwide, except in New York where products are offered through First Ameritas Life Insurance Corp. of New York.

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Baby Tooth Traditions

While the tooth fairy is alive and well in the United States, many other cultures have curious, age-old baby tooth traditions as well.

For instance, in Hong Kong children dig a hole in the ground and plant their baby teeth, hoping they'll grow into permanent teeth. It is said ancient Egyptians believed the sun made teeth strong, so they threw lost teeth toward the sun. In the Middle Ages, parents ground their children's teeth into powder — and ate it — to protect their children from witches.

Ever heard of the tooth mouse? Over 100 years ago in Europe, children and adults threw lost teeth in mouse holes, hoping the children would grow sharp teeth. Children in Guatemala throw their baby teeth on a roof, believing the tooth mouse comes at night and takes the teeth away.

Did you know that in Alaska, baby teeth were sold as ivory? And in Chile and Costa Rica, parents make baby teeth into jewelry?

Throw Your Tooth on the Roof: Tooth Traditions from Around the World by Selby B. Beeler and G. Brian Karas, and Tooth Tales from Around the World by Marlene Targ Brill and Katya Krenina make fun reading for your patients. The books also give parents and young children interesting stories to ponder, making a trip to the dentist and losing baby teeth an adventure!

Time Saver

As part of the Ameritas team, we'd like to help you make the most of your time and effort. Here's a general quick-reference list of ADA procedure codes for which we require pre-operative X-rays. Refer to the time-saving list below to eliminate searching through your provider manual.

Procedure Code

2510—2664, 6520—6544
2710—2810, 6720—6792
6210—6252
2950
2960—2962
3346—3348
3351—3353
7210—7241

Procedure

Inlay/Onlay
Crowns
Pontics
Build-ups
Labial Veneers
Retreatment of Root Canal
Apexification
Extractions

Please note: We may require additional supporting documentation, including but not limited to narratives, lab reports or additional X-rays. Also, this is not a list of covered procedures. For specific plan information and list of covered procedures, please refer to the plan member's certificate booklet.

When you have questions about these requirements, contact our benefits department at 1-800-487-5554, Monday through Thursday from 7–12 a.m. CST, and Friday from 7 a.m.–6:30 p.m. CST. **We're here to help.**