

This summer, we introduced quicker payment for our participating providers. It's now seven business days from receipt, whether the claim is electronic or paper, and we'll mail your check. Previously, paper claims could stay in the check consolidation process for a maximum of 14 business days. No more! Now you'll get paid in half the time.

It's our way of saying Thank You for believing in managed care and participating in the Ameritas and First Ameritas nationwide provider network.

PPO Pays in 7 Days

Our referral program has a new name — Ameritas Discount Dental Program. ID cards and participating network listings will reflect the new name. Please contact provider relations at 1-800-755-8844 should you have any questions.



Texas Referral Providers

Ameritas Group
475 Fallbrook Blvd.
Lincoln, NE 68521

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ISSUE NO. 25

BITING

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

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



Who's Your PNS Representative?

To better serve our growing national participating provider network, the provider network specialist (PNS) team has been restructured. • Here's a new directory for your reference. Please take note of a few territory changes, a new associate, two well-deserved promotions and a PNS coming soon to N.C.



Sandy Tuwalski
1-800-797-2214
stuwalski@ameritas.com
- Ohio, Pennsylvania, Michigan, Kentucky and Indiana.
- She is your provider network specialist in Cleveland, Ohio.



Melinda Valencia
1-800-822-5002
mvalencia@ameritas.com
- Texas, Oklahoma, New Mexico, Arkansas and Louisiana.
- She is your provider network specialist in Dallas, Texas.



Jana Vitale
1-866-48FLOSS (483-5677)
jvitale@ameritas.com
- New York, Connecticut, Massachusetts, Vermont, New Hampshire, Maine and Rhode Island.
- She is your senior provider network specialist in Northborough, Mass.



Michele Wallstrom
1-888-418-1939
mwallstrom@ameritas.com
- Washington, Oregon and Idaho.
- She is your senior provider network specialist in Seattle, Wash. (formerly S. Calif.).



A new provider network specialist will be hired soon in the Raleigh-Durham, N.C., area covering the territory of North Carolina, Tennessee, Delaware, Maryland, District of Columbia and Virginia.



Lucy Christi
1-800-795-9521
lchristi@ameritas.com
- Nevada and Southern California including the counties of Ventura, Los Angeles, San Bernardino, Riverside, San Diego, Orange and Imperial.
- She is your senior provider network specialist in Costa Mesa, Calif.



Kip Koll
1-800-543-7784 ext. 2529
kkoll@ameritas.com
- Nebraska, Colorado, Minnesota, Illinois, Wisconsin, Missouri, Kansas and Iowa.
- She is your senior provider network specialist in Lincoln, Neb. (formerly S. Calif.).



Amie McGraham
1-800-455-1540
amcgraham@ameritas.com
- Arizona territory, in addition to managerial responsibilities.
- She recently was promoted to field officer - provider networks, working out of Phoenix.



Lynette Moore
1-800-865-0626
lmoore@ameritas.com
- Central and Northern California including ZIP codes 930-934 and 936-961.
- She is your provider network specialist in Fresno, Calif.



Michaela Muniz (pronounced Michella)
1-800-838-5154 ext. 30
mmuniz@ameritas.com
- Alabama, Florida and Georgia, along with North Carolina and Tennessee.
- She recently joined Ameritas as your senior provider network specialist in Tampa, Fla.



April Smith
1-800-228-7812
axsmith@ameritas.com
- New Jersey territory, in addition to team leader responsibilities.
- She recently was promoted to team leader - provider networks and is located in Suffern, N.Y.

Take a look at the training and expertise we require of our PNSs:

- Dental Assisting National Board certification, a nationally recognized certification and credentialing agency for more than 30,000 dental assistants nationwide.
- Infection Control Exam certification, a program that meets regulatory requirements in more than 30 states.
- California Association of Dental Plans certified auditor training (offered nationwide), an extensive course addressing quality assurance, charting and records auditing.
- Occupational Safety & Health Administration (OSHA) annual certification, focusing on current federal and state-specific OSHA and Center for Disease Control quality assurance mandates.

What's more, some of our PNSs are former and current registered dental assistants, registered dental hygienists and dental assistants, all designations that require licensure through annual continuing education courses.

Weekly Updates FOR ONLINE DIRECTORY



Ameritas Group has been selected as a Top 5 GeoAccess client for its investment in web-based Provider Lookup technology. To fully appreciate the online directory, visit www.ameritasgroup.com; in New York, www.firstameritasgroup.com. Click on Dentist, then select Find a Provider.

Previously, we sent network updates on a monthly basis. As a Top 5 GeoAccess client, network updates are now generated on a weekly basis. This allows us to advertise your practice's current information to our insured members.

To make sure we are advertising for you correctly, please notify us of any changes by calling provider relations at 1-800-755-8844 or emailing us at provider@ameritas.com.

GeoAccess, an Ingenix company, works with over 800 managed care organizations, consulting firms and regulatory agencies to provide solutions for network accessibility analysis and data management.

FREE Internet Claims Submission

Electronic claims submission is a fast, easy, efficient way to manage your dental insurance claims. So why not submit ALL claims to ALL payers—FREE of charge—via the Internet and your practice management system?

You can! Contact Dental Connect, Inc., today at 1-800-624-2904, Option 3 for Claim Connect, or visit www.dentalxchange.com.

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

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