

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

BITING edge

ISSUE NO. 13

- Ameritas Dental On Line
- Perio-Charting Simplified
- Exclusive Offerings
- Electronic Commerce
- Customer Loyalty

Inside this issue

Ameritas Life Insurance Corp.
5900 O Street
Lincoln, NE 68510

Understanding Electronic Claims

Want to give electronic claims a try, but not sure where to begin? The National Dental EDI (Electronic Data Interchange) Council offers a handbook called EDI Primer for the Dental Office. With 152 pages of information, the guide covers topics such as:

- Intro to computerizing your office
- How EDI works
- Case histories of dental offices making the transition
- Frequently asked questions
- Dictionary of terminology and acronyms
- Resources available to help you make the transition

The guide, developed by professionals, is a complete introduction to dental office electronic data interchange written in easy-to-understand, non-technical language. Stay ahead of the curve... Order your copy today!

An order form may be completed on the organization's website at www.ndedic.org. NDEDIC member cost for the guide is \$18.95. Non-member cost is \$24.95. Add \$4.50 for shipping and handling. **If you order by December 31, 2000, and note "Ameritas" in the code box, you will receive a \$5.00 discount!** For more information, call NDEDIC at (602) 266-7740 or fax (602) 277-6798.

Customer Loyalty

Walker Information, a national independent research firm, conducted a survey of Ameritas policyholders. Walker reported that, in comparison with other accident and health providers studied, Ameritas outperforms its competition in terms of quality, value, claims processing and customer service. Walker also noted that policyholders are highly loyal to Ameritas.

For more information on this study, access the Ameritas website, advance past the welcome page and click on the *Hot News* icon. Open the *gr288.pdf* through Adobe® Acrobat® Reader™, the free software available from www.adobe.com/products/acrobat/readstep.html. If the pdf file is not readable, try updating your Acrobat Reader to version 4.0.

Note: *Hot News* is updated periodically.

Ameritas Dental ON LINE



Have you logged on to Ameritas' new website? It was intentionally designed to be unique in the insurance industry. The site is fun and friendly, providing easy online access to valuable dental benefits information.

With Internet access, hop online and go to:

- www.YourDentalSolutions.com
- In New York, www.NY.YourDentalSolutions.com

(The web address may be entered in all lowercase letters, no spaces.)

Once in the site, click on the welcome page to advance to the next screen, or wait for it to advance automatically. Select *Are you a dentist?* Then choose among *Client Benefits and Claim Status*, *Join Our Panel* and *Newsletters*. Familiarize yourself with our site by taking a few minutes to click on the "buttons" along the left and top margins, too. Enjoy!

Claims Status

Curious if a claim has been paid? A new online function through *Client Benefits and Claim Status* allows you to access the most current information. This information also may be viewed by selecting the *See Your Benefits* button in the left margin.

Once accessed, you may view *Dental Benefits* and *Dental Claim Status* through the *Transaction* drag-down menu. Enter the plan member's last name and Social Security Number, click *Submit* and you're in! Through this secured site, a patient's most current dental benefit and claim status information is at your fingertips.

For the plan member and each covered family member, the *Dental Claim Status* selection shows:

- Claim (most recent claim filed)
- Patient
- Relationship
- Date of Service
- Submitted Charges
- Total Benefit Paid
- Check Date
- Check Number

Managed Care

This portion of the site will be expanding soon! The new additions, specifically designed for dentists, will be geared toward recruiting potential panel members and providing valuable information to existing panel members. Watch for details this winter!

No Internet Service?

Call 1-800-487-5553 to access our Automated Information Network, where you may request a dental benefit summary by fax. Have the member/patient's Social Security Number and your fax number ready. If the patient's benefit summary cannot be accessed, please call 1-800-255-4931 to speak with a customer service rep.

Efficient. Accessible. Ameritas.

Perio-charting Simplified



Ameritas is pleased to announce an enhancement to improve periodontal procedure processing through our Electronic Claims Submission (ECS) service. Take this opportunity to begin submitting your perio-charts in the claim's comments/notes field!

The comments/notes field has increased to 100 characters. This allows greater flexibility for transmitting data such as pocket-depth measurements. Make sure your software is compatible by checking with your practice management system vendor about using the full 100 characters and transmitting slashes or dashes.

Until you have verified that your system will transmit the full 100 characters, we recommend that you submit no more than two quadrants of root planing (04341), osseous surgery (04260) or other periodontal procedures in one transmission (except crown lengthening, which requires an x-ray).

Provide measurements for the entire quadrant, including three measurements per tooth from either the lingual or facial side. Indicate when a tooth is missing by using the label "#_/ext".

Here's an example of the necessary format using sample payor-related perio-chart information:

Comments/Notes Field

#2-655, #3-555, #4-554, #5-544, #6-444, #7-ext, #8-433
#9-333, #10-333, #11-334, #12-445, #13-ext, #14-ext, #15-555

If submitting for any type of periodontal tissue grafting, provide a description of the recession and/or any other documentation available in the comments/notes field. While the comments/notes field will work for most periodontal services, our dental consultants may require additional documentation on complex cases. Occasionally, you may receive a request for the patient's periodontal probing documentation, which you can fax to 402-467-2030 or 402-467-2410. If you have questions, please contact one of our specialists through our Automated Information Network at 1-800-487-5553.

Coming Soon from Ameritas



We're developing a variety of exclusive offerings especially for our contracted dental provider offices! With this one-of-a-kind, value-added package brought to you by Ameritas, you and your employees will have access to select benefits such as:

- IBM® computer system purchase including FREE unlimited Internet access and FREE email
- Retirement benefits, savings & investments
- Insurance products
- Practice loan packages & online banking

Computer Offer

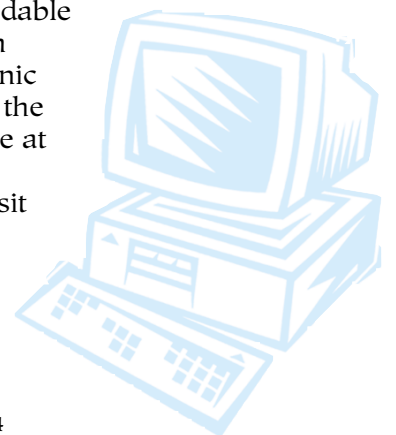
It's almost impossible to survive without the convenience of a computer and Internet access. One day, we'll all communicate and interact through technology. Through the computer purchase offer, you can be part of the future today!

You and your staff members may purchase a computer at an amazingly affordable price through simple payroll deduction. These IBM computer systems may be purchased for both office and home use!

Think about the freedom of having a dependable IBM computer system. You'll have a system capable of handling the software for electronic claims submission. You'll be able to access the Internet FREE and visit the Ameritas website at www.YourDentalSolutions.com and check patient benefits, and more. In New York, visit www.NY.YourDentalSolutions.com.

Details about these exclusive offerings will be communicated this winter. You and Ameritas: partnering for the future!

Managed Dental Care Division • 1-800-755-8844



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

© 2000 Ameritas Life Insurance Corp. Ameritas group dental products are available nationwide, except in New York where products are available through First Ameritas Life Insurance Corp. of New York. Ameritas Managed Dental Plan, Inc., is a wholly owned subsidiary of Ameritas Life Insurance Corp., offering individual and group prepaid dental plans in Southern California. In Florida, prepaid plans are available through Ameritas Life Insurance Corp. Ameritas and the bison symbol are registered service marks of Ameritas Life Insurance Corp. The Dental Health Experts is a service mark of Ameritas Life Insurance Corp. All are used with permission.