

# Have a Question About Your Ameritas Benefits?

Use this contact sheet for your dental, vision and hearing care coverage.

## Benefits Administration

[group\\_assistants@ameritas.com](mailto:group_assistants@ameritas.com)

800-659-2223

NY 800-628-8889

Fax 402-467-7338

Monday - Thursday, 7 a.m. - 7 p.m.

Friday, 7 a.m. - 5:30 p.m. (CST)

- New case implementation
- Eligibility information (adds, changes, terminations, file feeds)
- Billing and premium reconciliation
- Online services assistance
- Group policy changes
- Group policy terminations
- ID cards

Contact AXA Assistance USA

Toll free: (866) 662-2731

Collect from anywhere in the world:

+1 (312) 935-3727

Ameritas Life Insurance Corp.

5900 O Street P.O. Box 81889

Lincoln, NE 68501-1889



Customer Connections associates have earned BenchmarkPortal's Center of Excellence award since 2006



ACCREDITED  
Health  
Utilization  
Management  
Expires 01/01/2024

Accredited by URAC since 2008 for following review processes that are clinically sound and respect patient and provider rights

## Claims

### Dental

[group@ameritas.com](mailto:group@ameritas.com)

800-487-5553

NY 800-659-5556

New claim fax 402-467-7338

attn: team claims

Additional info fax 402-309-2580

attn: team claims

Monday - Thursday, 7 a.m. - Midnight

Friday, 7 a.m. - 6:30 p.m. (CST)

- Find a participating network provider
- Benefit summary
- Claim status
- ID cards, certificate of coverage
- Status of plan maximums and deductibles

### Vision Perfect - no network plans

[group@ameritas.com](mailto:group@ameritas.com)

800-487-5553

NY 800-659-5556

### VSP network plans

800-877-7195

[vsp.com](http://vsp.com)

Monday - Friday 7 a.m. - 10 p.m.

Saturday 9 a.m. - 10 p.m.

Sunday 9 a.m. - 9 p.m. (CST)

### EyeMed network plans

866-289-0614

[eyemed.com](http://eyemed.com)

Monday - Saturday 6:30 a.m. - 10 p.m.

Sunday 10 a.m. - 7 p.m. (CST)

### SoundCare®

877-359-8346

NY 877-777-5037

### LASIK

800-487-5553



Our Customer Connections claims contact center received a 4.5 out of 5 overall caller satisfaction score



94% of claims processed in an average of 10 business days with 99% dollar accuracy



We offer Spanish and multilingual interpretation services



All call centers are located in the United States with no outsourcing of customer services



Customer service available via live online chat in the member portal

Find **forms** you need at [ameritas.com](http://ameritas.com).



Ameritas Life Insurance Corp.  
Ameritas Life Insurance Corp. of New York

Claims statistics from Ameritas claims processing system, 2020.

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| 800-776-9446 | NY: 800-201-8562 | [ameritas.com](http://ameritas.com)