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
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

Claims

Dental
group@ameritas.com
800-487-5553
NY 800-659-5556
Monday – Thursday, 7 a.m. – Midnight
Friday, 7 a.m. – 6:30 p.m. (CST)

Claims mailing address:
PO Box 82650
Lincoln, NE 68501

DentalSelect network plans (UT & TX)
800-999-9789
Monday – Friday, 7 a.m. - 6 p.m. MST

- 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
800-487-5553
NY 800-659-5556

LASIK
800-487-5553

VSP network plans
800-877-7195
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
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

Online resources

Here to help
For information any time, visit ameritas.com and sign in to your secure member account to access our online portals.

Producer portal
The Ameritas producer portal is a one-stop shop.
- Manage your business with commission statements and plan change notifications
- Find the information you need with a custom dashboard
- Expand your portfolio by creating your own unique link to share for individual/family dental and vision sales

Benefits administrator portal
Quickly perform administrative functions in real time.
- Enroll, change or terminate employee coverage
- Request or pay a bill
- Transfer enrollment information from your payroll system
- View employee effective dates, coverage levels and more
- View or print your policy, certificates and ID cards
- Search for network providers

Member portal
Access benefit information anytime, anywhere.
- View plan coverage details
- See a claim status and benefit payment explanation
- View or print ID cards
- Search for network providers

Download the Ameritas benefits app available for iOS and Android. Log in with the same user ID and password you use for your secure member account.

Download on the App Store   GET IT ON Google Play

Find forms you need at ameritas.com.

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

800-776-9446 | NY: 800-201-8562 | ameritas.com

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