

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



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



ACCREDITED
Health
Utilization
Management
Expires 11/01/2020

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

Claims

Dental

group@ameritas.com
800-487-5553
NY 800-659-5556
New claim fax 402-467-7336
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)

- Member find a participating 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

VSP network plans

800-877-7195
vsp.com
Monday - Friday 5 a.m. - 8 p.m.
Saturday 7 a.m. - 8 p.m.
Sunday 7 a.m. - 7 p.m. (PST)

EyeMed network plans

866-289-0614
eyemedvisioncare.com
Monday - Saturday 7:30 a.m. - 11 p.m.
Sunday 11 a.m. - 8 p.m. (EST)

SoundCare®

877-359-8346
NY 877-777-5037

LASIK

800-487-5553



Our Customer Connections claims contact center answered more than 3 million calls in 2018 and they received a 4.7 out of 5 overall caller satisfaction survey score



92% of claims processed in an average of 9 business days with 99.3% dollar accuracy



Spanish and multilingual interpretation services contributed to our 98% first call resolution



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

Find [forms](#) you need at [ameritas.com](#).



[ameritas.com](#)

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

Claims statistics from Ameritas claims processing system, 2018.

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