

For information about Ameritas' utilization review program, claim submission, patient benefit information and more, please visit our website at: <https://www.ameritas.com/employee-benefits/faq-provider/>

**Provider Dispute Resolution**

Should any dispute between Ameritas and Dentist arise concerning Ameritas' responsibilities as a Payor, the parties will use good faith efforts to resolve the dispute informally. If the party receiving notice of the dispute fails to grant or reject a request within thirty (30) days after a complaint is submitted by the other party, the party submitting the dispute may proceed as if the complaint had been rejected. Any complaint or dispute that has been rejected by either party may be submitted to nonbinding mediation. Mediation shall be conducted under mediation rules similar to those of the American Arbitration Association, the Center for Public Resources, the Judicial Arbitration and Mediation Service, or any other rules of mediation agreed to by the parties.