

Important technology upgrades
Beginning June 5, 2019



To better serve you and your customers, Ameritas is upgrading technology throughout 2019.

Beginning June 5, you and your agents will see cosmetic changes on your commission statements.

Enhancements to the member portal will include:

- a one-stop login for members to access ID cards, plan benefit summaries, explanation of benefits, claims status and payment details
- a more secure online environment

To move our current members to the enhanced online experience, we will turn off the current administrative member portal (star.ameritas.com) on June 5.

- Members previously enrolled in an Ameritas individual dental and/or vision plan who visit star.ameritas.com between June 5 and June 16 will get a message letting them know we've moved the site and it will be available June 17.
- Members who enroll in an Ameritas plan on June 5 or later will have access to the new one-stop member site at ameritas.com.

Please note that your websites may experience intermittent accessibility in the morning of June 5. Thank you for your patience as we advance our online tools.

We are always looking for ways to improve our customers' online experience, and together we are building a strong, prosperous future.

Please feel free to reach out to the Sales Connect Team at 855-728-7542 with any questions.