

# Welcome to AmeriBen!

AmeriBen is the medical claims administrator for Sunrise Senior Living effective January 1, 2025. AmeriBen is responsible for the administration of your medical benefit plans, including claims payment, benefit inquiries, precertification, and various other functions as defined by Sunrise Senior Living.



## What should I know about my new ID card(s)?

ID cards will be automatically issued in December. You do not need to call and request one. You can also access your ID card on [engage.ameriben.com](https://engage.ameriben.com) and order new ID cards through the online portal. For privacy purposes, your Social Security number will not appear on the ID card. Your provider may ask you for this information.

## Who can I call for help with my claims and benefit questions?

When it comes to your medical plan, using in-network providers gives you possible cost savings. Contact AmeriBen at 866-707-9366 for all benefit, eligibility and claim questions. AmeriBen is also your contact for upcoming procedures that require precertification. AmeriBen Utilization Management is your resource for hospital stay precertification and large case management. AmeriBen should be contacted by your provider to initiate an authorization for any procedure that requires a prior authorization such as an Inpatient Hospital stay at 877-955-1548.

You can also visit [engage.ameriben.com](https://engage.ameriben.com) to submit an inquiry, find a provider, request an ID card or print one online, obtain your explanation of benefits (EOB), or view your claims history.

## We are here to help

For additional information, please visit

[engage.ameriben.com](https://engage.ameriben.com)

*You will need your member ID in order to register. Please call the Customer Service number if you would like to register prior to receiving your card.*

## Why does my ID card show Anthem on it?

AmeriBen uses the Anthem Blue Cross and Blue Shield network, depending on the state you live in. The phone numbers for customer care and precertification are on the back of your ID card.

## What is precertification?

Before you can schedule certain health care services, you may need to get an approval from AmeriBen or Anthem. This is called precertification. Your provider should contact AmeriBen for precertification and may be asked for details such as your diagnosis, why you need the service, and where you are getting the service before the procedure is approved. By precertifying a service, treatment plan, or procedure, AmeriBen is verifying the recommended health care is medically necessary. Examples that require precertification may include:

- Durable medical equipment
- Inpatient and outpatient surgical procedures
- Inpatient stays
- Outpatient advanced imaging
- Transplants

A complete list is available at: [engage.ameriben.com](https://engage.ameriben.com)



AmeriBen is a separate and independent company providing medical benefit plan administration services on behalf of self-funded group health plans Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Copies of Colorado network access plans are available on request from member services or can be obtained by going to [www.anthem.com/co/networkaccess](https://www.anthem.com/co/networkaccess). In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compare Health Services Insurance Corporation (Compare) or Wisconsin Collaborative Insurance Corporation (WCIC). Compare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.