



MetLife

Contact Us for All Your Service Needs

MetLife's Service vision consistently delivers Extraordinary Service and Innovative Solutions to our customers. From implementation and eligibility to employee education, enrollment, technical assistance and payment of claims, we do what we say we'll do, so you can feel confident you've chosen wisely. We also provide you and your employees with a dedicated phone number, **1-800-ASK-4-MET** (1-800-275-4638), so we can answer questions easily and conveniently. Whether you're looking to find a Certificate or Benefit Summary, want to verify coverage, eligibility or payments, or need plan design information, simple and straightforward menu options make it easy to get the answer you need right away. Our Customer Response Center is open 8am–9pm ET, Monday–Friday. You may also reach our Center via email at ask4met@metlifeservice.com. We will promptly respond, usually within one business day.

1-800-ASK-4-MET (1-800-275-4638)

Life

Statement of Health Inquiries
Option 2, then Option 4, then 3

Life Claims Inquiries
Option 2, then Option 4, then 2

Conversion
Option 2, then Option 4, then 1

Portability
Option 2, then Option 4, then 1

Life Claims
PO Box 6100
Scranton, PA 18505-6100
Fax: 1-570-558-8645

Statement of Health Fax
1-888-505-7446

Disability

Disability Claims Inquiries
Option 2, then Option 3, then 1

Statement of Health Inquiries
Option 2, then Option 3, then 2

Tax Inquiries
Option 2, then Option 3, then 3

Waiver of Premium
Option 2, then Option 3, then 2

MetLife Disability Claims
PO Box 14590
Lexington, KY 40511-4590
Fax: 1-800-230-9531

Dental

Dental Claims Inquiries
Option 2, then 2

MetLife Dental Claims
PO Box 981282
El Paso, TX 79998-1282
Fax: 1-859-389-6505

Dental Directories
Option 2, then 2
www.metlife.com/dental

DHMO Facility ID# Changes**
Option 2, then 2
customerserviceinquiry@metlife.com

**VisionSavings
Eyecare Program (VSEP)*
(offered with dental coverage)**
Option 5
Safeguard Vision—Option 1
EyeMed Vision—Option 2

Other MetLife Services

Eligibility

**Updates such as salary,
enrollments and terminations**
Fax: 1-888-505-7446

COBRA Forms or Requests
Fax: 1-888-505-7446

Mail
SBC Eligibility
PO Box 14593
Lexington, KY 40512-4593

Overnight Mail
SBC Eligibility
2025 Leestown Road, Suite J
Lexington, KY 40511-1000

Payments

**Regular Payments
List Billed Groups**
MetLife Small Market
PO Box 804466
Kansas City, MO 64180

To Overnight a Premium Payment
Commerce Bank
811 Main Street, 7th Floor
Kansas City, MO 64105-2005

**Regular Payments
Self-Administered Groups**
MetLife Small Market
PO Box 803323
Kansas City, MO 64180-3323

Online Service Solutions

Demos
www.serviceatmetlife.com/demos

MetLink®
www.Metlink.com
For Technical Support
877-9MetWeb (877-963-8932)

MetLink Administrative Manual
whymetlife.com/adminmanual

MyBenefits
www.metlife.com/mybenefits
For Technical Support
877-9MetWeb (877-963-8932)

* The VisionSavings Eyecare Program (VSEP) is offered through EyeMed Vision Care, Mason, Ohio. EyeMed Vision Care is not affiliated with Metropolitan Life Insurance Company and its Affiliates.

** Dental HMO plans are available in CA, FL and TX only, through a domestic company in the applicable state named SafeGuard Health Plans, Inc. The SafeGuard companies are part of the MetLife family of companies. "Dental HMO" is used to refer to products that may differ by state of residence of the enrollee, including but not limited to: "Specialized Health Care Service Plans" in California; "Prepaid Limited Health Service Organizations" as described in chapter 636 of the Florida statutes; and "Single Service Health Maintenance Organizations" in Texas.