

Your new dental plan

MetLife

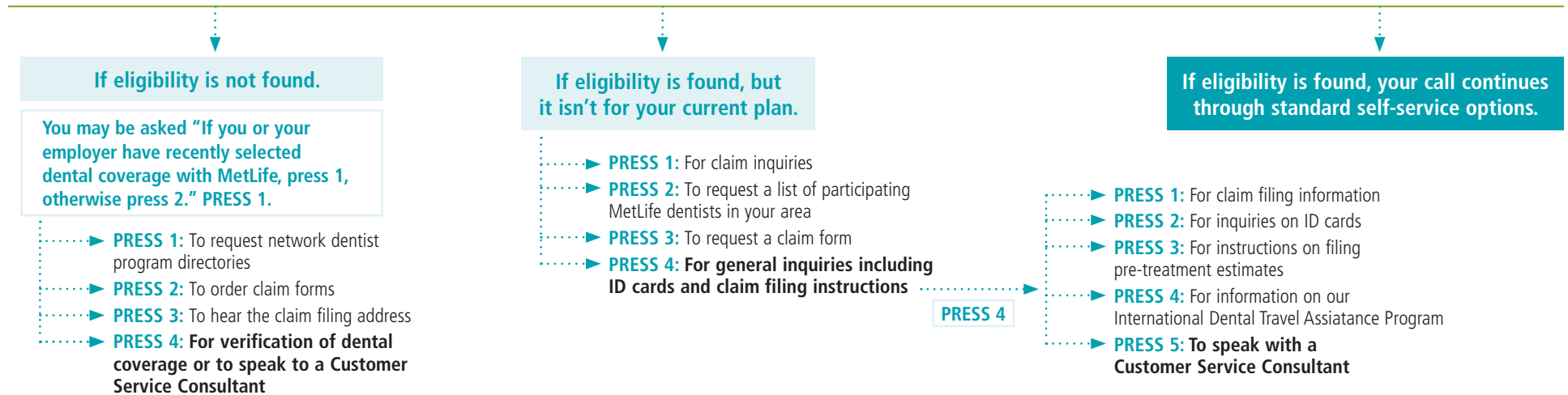
Welcome to MetLife. You can count on us to deliver the service and support you need. Your dedicated Customer Service number, **1-800-ASK-4-MET** (1-800-275-4638), is available to help you get quick answers to your dental coverage questions.

Please follow the detailed steps below when calling MetLife to confirm your plan benefits. We recommend you take this flyer with you the first time you visit your dentist as a MetLife enrollee. And remember, if you speak with a representative, make sure to let him or her know you are new to MetLife.

1-800-ASK-4-MET



Please enter the employee's Social Security Number or ID Number, followed by the pound (#) sign. You may also be asked for your ZIP Code and the first three letters of your last name.



Instructions for your dentist

Please follow the steps below to confirm benefits information for your patient.

Call 1-877-MET-DDS9 (1-877-638-3379).

PRESS 2 – For other inquiries

Please enter the provider's nine digit Tax ID number.

Please enter the employee's Social Security Number or ID number, followed by the pound (#) sign.

If eligibility is not found.

PRESS 1: For general inquiries including requesting X-ray returns or directories

- ▶ **PRESS 1:** To request the return of X-rays submitted with a claim or pre-treatment estimate
- ▶ **PRESS 2:** For instructions on filing claims & pre-treatment estimates
- ▶ **PRESS 3:** For inquiries regarding the Preferred Dentist Program
- ▶ **PRESS 4:** To request a directory
- ▶ **PRESS 5:** To speak with a Customer Service Consultant

If eligibility is found, but it isn't for your patient's current plan.

- ▶ **PRESS 1:** To request a fax of the patient's claim history
- ▶ **PRESS 2:** For all claim inquiries or requests
- ▶ **PRESS 3:** For general inquiries including requesting X-ray returns or directories
- ▶ **PRESS 4:** To select another employee

PRESS 3

If eligibility is found, your call continues through standard self-service options.

- ▶ **PRESS 1:** To request the return of X-rays submitted with a claim or pre-treatment estimate
- ▶ **PRESS 2:** For instructions on filing claims & pre-treatment estimates
- ▶ **PRESS 3:** For inquiries regarding the Preferred Dentist Program
- ▶ **PRESS 4:** To request a directory
- ▶ **PRESS 5:** To speak with a Customer Service Consultant

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, waiting periods, reductions of benefits, limitations and terms for keeping them in force. Please contact MetLife for complete details.



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