

SERVICE

Support and guidance for you and your employees

There when you need us

Metropolitan Life Insurance Company is committed to providing an exceptional service experience. To keep things simple and convenient, our Call Center provides automated information any time for most questions and consultative customer service representatives for more detailed questions.

Contact our Customer Response Center by phone, 8am – 9pm EST, Monday–Friday, or email us at ask4met@metlifeservice.com.

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

Dental

Dental Claims Inquiries

Option 2, then Option 2 again

MetLife Dental Claims

PO Box 981282

El Paso, TX 79998-1282

Fax: 1-859-389-6505

SafeGuard DHMO Claims

PO Box 981987

El Paso, TX 79998

Dental Directories

Option 2, then Option 2 again

www.metlife.com/dental

DHMO Facility ID# Changes

Option 2, enter group number, then 2

customerserviceinquiry@metlife.com

Disability

Disability Claims Inquiries

Option 2, then 3, then 1

Tax Inquiries

Option 2, enter group number, then 3

MetLife Disability Claims

PO Box 14590

Lexington, KY 40511-4590

Fax: 1-800-230-9531

Life

Statement of Health Inquiries

Option 2, then Option 4, then 3

Submit New Life Claim

Option 2, then Option 4, then 1

Existing Life Claim Inquiries

Option 2, then Option 4, then 2

Conversion

1-877-275-6387

Life Claims

PO Box 6100

Scranton, PA 18505-6100

Fax: 1-570-558-8645

Statement of Health Fax

1-888-505-7446

Portability

1-888-252-3607

Vision

Vision Claim Inquiries

Option 2, then 5

- Vision PPO – Option 1

- MetLife VisionAccess

- Discount Program – Option 2

MetLife Vision Claims

PO Box 385018

Birmingham, AL 35238-5018

SafeGuard Vision Claims

PO Box 981987

El Paso, TX 79998-1987

Vision Directories

Option 2, then 5

- Vision PPO – Option 1

- MetLife VisionAccess

- Discount Program – Option 2

Or online

- Vision PPO – metlife.com

- MetLife VisionAccess

- Discount Program –

www.metlife.com/mybenefits

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

MetLife Eligibility

PO Box 14593

Lexington, KY 40512-4593

Overnight Mail

MetLife Eligibility

2025 Leestown Road, Suite J

Lexington, KY 40511-1000

Online Service Solutions

Administrative Manual

www.metlifeadminmanual.com/am1

MetLink®

www.Metlink.com

For Technical Support

877-9MetWeb (877-963-8932)

MyBenefits

www.metlife.com/mybenefits

For Technical Support

877-9MetWeb (877-963-8932)

Payments

Regular Payments

List Billed Groups

Metropolitan Life Insurance Company

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

Metropolitan Life Insurance Company

PO Box 803323

Kansas City, MO 64180-3323

Like most insurance policies and benefit programs, insurance policies and benefit programs offered by Metropolitan Life Insurance Company 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.

COUNT ON US FOR AN EXCEPTIONAL SERVICE EXPERIENCE.

Contact your MetLife representative today

Customer-Focused Solutions | Exceptional Service | Proven Expertise

