PPO DENTAL

Having trouble verifying coverage? We may still be in the process of installing your plan, but you can still use your benefits in the meantime. To confirm your participation in a MetLife PPO Dental plan, please follow the steps below to verify eligibility by speaking with one of our customer service representatives. Be sure to take this flyer to your first dental appointment so your provider is able to verify benefits too!

If you are the member:

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

Press 1: Employee or Member

Press 1: Dental Inquiries

Press 1: If you are the policy holder or a covered family member

Enter the Employee's SSN or ID Number followed by the pound (#) sign

No eligibility found	Eligibility found but not for your current plan
Press 1: You or your employer has recently selected dental coverage with MetLife.	Press 2: For general inquiries such as ID cards and other miscellaneous information.
Press 4: For verification of dental coverage or to speak to a Customer Service Consultant*	Press 3: To speak with a Customer Service Consultant*

Tell your MetLife Customer Service Representative that you are a new dental member needing to have your coverage verified in our Dental Verification database

**Automated self-service options will not be available via the 1-800 # until your group's account is fully implemented in our systems. During this interim period, pre-treatment estimates and claims submissions cannot be processed. Your dentist may verify eligibility and general plan information by speaking with a customer service representative per the instructions outlined above. Please note that benefits payments can only be determined upon receipt of a claim.*

For your dental provider:

Press 2: For all other inquiries

Enter the provider's 9-digit Tax ID #

Press 1: If you are an in-network provider for this patient	Press 2: If you are an out-of-network provider for this patient

Press 1: For General Inquiries

Press 5: All Other Inquiries

Press 1:

Your Dental Plan:

SonicWall

Company Name

TM05949314

MetLife Group #

1/1/2018

Effective Date

An ID card is not required to confirm your participation in your MetLife Dental plan and does not guarantee coverage or eligibility. See reverse side for important plan information.