SERVICE

Support and guidance for you and your employees

There when you need us

MetLife 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
MetLife
PO Box 804466
Kansas City, MO 64180
Regular Payments
Self-Administered Groups
MetLife
PO Box 803323
Kansas City, MO 64180-3323

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

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