

MetLife Service

Single Point of Support for All Your Service Needs



MetLife®

Our Service vision is to consistently deliver Extraordinary Service and Innovative Solutions to our customers. From implementation and eligibility to employee education, enrollment, technical assistance and payment of claims, at MetLife 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**, so we can answer questions easily and conveniently. 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. Or via email at ask4met@metlifeservice.com. We will promptly respond, usually within one business day.

LIFE

Life Claims Hotline

1-800-ASK-4-MET, Prompt 2, Press 4

MetLife Life Claims

P.O. Box 6100, Scranton, PA 18505-6100

Conversion/Portability Hotline

1-800-257-7611

Statement of Health Inquiries

1-800-ASK-4-MET, Prompt 2, Press 4

Fax

1-888-505-7446

DISABILITY

Disability Claims Hotline

1-800-ASK-4-MET, Prompt 2, Press 3

Existing Claims

1-800-275-4638 Prompt 2, Press 3,
Press 1 for new and existing claims

Tax Questions

1-800-275-4638, Prompt 2, Prompt 1 then 0

MetLife Disability

PO Box 14590
Lexington, KY 40511-4590

Fax

1-866-690-1264

DENTAL

Dental Claims Hotline

1-800-ASK-4-MET, Prompt 2, Press 2

MetLife Dental Claims

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

Dental Directories

www.metlife.com/dental
1-800-942-0854

VisionSavings Eyecare Program (VSEP)* (offered with dental coverage)

www.eyemedvisioncare.com/MetLife

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 Rd, Suite J
Lexington, KY 40511-1000

PAYMENTS

Regular Payments

List Billed Groups

MetLife Small Market
PO Box 804466
Kansas City, MO 64180

Regular Payments

Self Administered Groups

MetLife Small Market
PO Box 803323
Kansas City, MO 64180-3323

To Overnight a Premium Payment

Commerce Bank
811 Main St, 7th Floor
Kansas City, MO 64105-2005

GROUP RELATED REQUESTS

Our Customer Response Center is open 8am–9pm ET, Monday–Friday.

Dial **1-800-ASK-4-MET**
(1-800-275-4638) or
ask4met@metlifeservice.com
for the following items:

- Certificate or Benefit Summary
- Verify Coverage/Eligibility
- Verify Payments
- Request for Plan Design Information

eService

Demos

www.serviceatmetlife.com/demos

MetLink®

www.Metlink.com
877-9MetWeb (877-963-8932)

MetLink Administrative Manual

whymetlife.com/adminmanual/

MyBenefits

www.metlife.com/mybenefits
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.