



Quick and easy access to dental benefits

MetLife Online Service Solutions makes it easy for everyone to access the MetLife dental information they need through MetLink®, MyBenefits, and MetDental.

It's easy to manage MetLife dental benefits online

We provide access to information and transactional capabilities when and how members, dentists and employers want. Through MetLink, MyBenefits and MetDental, users have access to:

- Real-time¹ transactions in a secure environment
- Plan coverage detail including covered procedures and coinsurance amounts
- Claim history with detailed status, lists of covered dependents and coverage descriptions
- Educational information to learn more about specific dental procedures and dental health
- Explanation of Benefits (EOB) statements
- E-mail notification of claim activity and changes

Quick, Easy, Powerful

Our integrated online services add value to your benefits plan as they empower members and dental offices to engage in benefits administration.

MetLink — provides employers with a convenient online experience that enables simple administration of their MetLife and affiliate employee benefits.

MyBenefits — gives employees secure self-service capabilities such as checking eligibility, viewing their dental benefits and locating participating dentists.

Mobile App² and Website — gives participants access to the Find a Dentist search function, and allows them to view plan coverage information and claims and access and save ID cards from their mobile devices.

MetDental — provides dental offices with an online resource to verify eligibility, view a patient's benefit information, access administrative forms, submit dental claims in real time, take continuing education courses, download patient education tools, and more.

Dental ChatBot (for PPO) — MetLife Virtual Assistant available on MyBenefits for Dental members – a new click-to-chat feature offers quick help for dental related inquiries and other common tasks such as viewing claims, personal coverage and obtaining personalized estimates.

1. Transactions are processed in “real time,” except when the systems are undergoing scheduled or unscheduled maintenance or interruption.
2. To use the MetLife mobile app, employees can choose to register at metlife.com/mybenefits from a computer or directly through the app. Certain features of MetLife US Mobile App are not available for some MetLife Dental Plans.

metlife.com

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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L1220009770[exp0222][All States][DC,PR] © 2020 MetLife Services and Solutions, LLC