MetLife

Contact Us for All Your Service Needs

MetLife's Service vision consistently delivers Extraordinary Service and Innovative Solutions to our customers. From implementation and eligibility to employee education, enrollment, technical assistance and payment of claims, 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** (1-800-275-4638), so we can answer questions easily and conveniently. Whether you're looking to find a Certificate or Benefit Summary, want to verify coverage, eligibility or payments, or need plan design information, 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. You may also reach our Center via email at ask4met@metlifeservice.com. We will promptly respond, usually within one business day.

Please note, you may be asked to enter your group number for the service options you select. You can find your group number on the first page of your policy or certificate.

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

Life

Statement of Health Inquiries
Option 2, enter group number, then Option 4, then 3

Submit New Life Claim
Option 2, enter group number, then Option 4, then 1

Existing Life Claim Inquiries
Option 2, enter group number, 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
1-866-492-6983

Disability

Disability Claims Inquiries
Option 2, enter group number, 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

Dental

Dental Claims Inquiries
Option 2, enter group number, then 2

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

Dental Directories
Option 2, enter group number, then 2
www.metlife.com/dental

DHMO Facility ID# Changes
Option 2, enter group number, then 2
customerserviceinquiry@metlife.com

Vision

Vision Claim Inquires
Option 2, enter group number, then 5
• Vision PPO – Option 1
• Metlife VisionAccess
  Discount Program – Option 2

MetLife Vision Claims
PO Box 997565
Sacramento, CA 95899-7565

SafeGuard Vision Claims
PO Box 981987
El Paso, TX 79998-1987

Vision Directories
Option 2, enter group number, 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

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

Online Service Solutions

Demos
www.serviceatmetlife.com/demos

MetLink®
www.Metlink.com
For Technical Support
877-9MetWeb (877-963-8932)

MetLink Administrative Manual
whymetlife.com/adminmanual

MyBenefits
www.metlife.com/mybenefits
For Technical Support
877-9MetWeb (877-963-8932)