

SERVICE

Support and guidance for you and your employees

There when you need us

Metropolitan Life Insurance Company 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
MetLife Dental Claims
PO Box 981282
El Paso, TX 7998-1282
Fax: 1-859-389-6505

Dental Directories
www.metlife.com/dental
DHMO Facility ID# Changes
customerserviceinquiry@metlife.com

SafeGuard DHMO Claims
PO Box 981987
El Paso, TX 79998

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

Submit New Life Claim
Option 2, then Option 4, then 1
Existing Life Claim Inquiries
Option 2, then Option 4, then 2

Life Portability
1-877-275-6387

Life Conversion
1-888-252-3607

Life Claims
PO Box 6100
Scranton, PA 18505-6100
Fax: 1-570-558-8645
lifecclaimssubmit@metlife.com

Vision

Option 2, then 5
Vision PPO - Option 1
VisionAccess Discount - Option 2
Superior - Option 3
Davis Vision - Option 4

MetLife Vision PPO Claims
PO Box 385018
Birmingham, AL 35238-5018

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

Vision Directories
Vision PPO: www.metlife.com
VisionAccess Discount Program:
www.metlife.com/mybenefits

MetLaw

Option 2, then 6
Billing, Eligibility - Option 1
Claim - Option 2
Product/Service - Option 3
Other - Option 4

Other MetLife Services

Eligibility

Updates such as:
salary, enrollments, terminations,
COBRA

MetLife Eligibility
PO Box 14593 Lexington, KY 40512-4593
Fax: 1-888-505-7446

Overnight Mail
MetLife Eligibility
2025 Leestown Road, Suite J
Lexington, KY 40511-1000

Online Service Solutions

Administrative Manual - FORMS
Product information and MetLife Forms
www.metlifeadminmanual.com/sm-administration-manual/

MetLink®
www.Metlink.com
For Technical Support
1-877-9MetWeb
(877-963-8932)

MyBenefits
www.metlife.com/mybenefits
For Technical Support
1-877-9MetWeb
(877-963-8932)

Payments

Regular Payments
List Billed Groups
Metropolitan Life Insurance Company
PO Box 804466
Kansas City, MO 64180

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

Regular Payments
Self-Administered Groups
Metropolitan Life Insurance Company
PO Box 803323
Kansas City, MO 64180-3323

Statement of Health (SOH)

Statement of Health Inquiries
Option 2, then Option 4, then 3
Fax: 1-888-505-7446
Email Form: METLIFESOH@metlife.com
SOH Inquiries: LMSOH@metlife.com

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

Customer-Focused Solutions | Exceptional Service | Proven Expertise

