

# Using Your New Dental Plan

# MetLife®



Having trouble verifying coverage? We may still be in the process of installing your plan, but you can still use your benefits in the meantime. To confirm your participation in a MetLife PPO Dental plan, please follow the steps below to verify eligibility by speaking with one of our customer service representatives. Be sure to take this flyer to your first dental appointment so your provider can verify benefits too!

## If you are the member:

Call 1-800-GET-MET8  
(1-800-438-6388)

Select Product: Say "Dental"

Press 2: All other dental plans

Press 1: If you are the policy holder  
or a covered family member

Enter the Employee's SSN or ID Number  
followed by the pound (#) sign

No eligibility  
found

Press 1: You or your  
employer has recently  
selected dental coverage  
with MetLife.

Press 4: For verification of  
dental coverage or to speak  
to a Customer Service  
Consultant\*

Eligibility found but not  
for your current plan

Press 3: For general  
inquiries such as ID cards  
and other miscellaneous  
information.

Press 3: To speak with a  
Customer Service  
Consultant\*

Tell your MetLife Customer Service Consultant that you are a  
new dental member needing to have your coverage verified in  
our Dental Verification database

*\*Automated self-service options will not be available via the 1-800 # until your group's account is fully implemented in our systems. During this interim period, pre-treatment estimates and claims submissions cannot be processed. Your dentist may verify eligibility and general plan information by speaking with a customer service representative per the instructions outlined above. Please note that benefits payments can only be determined upon receipt of a claim.*

## For your dental provider:

Call 1-877-638-3379

Press 2: For all other inquiries

Enter the Employee's SSN or ID Number  
followed by the pound (#) sign

Enter the provider's 9-digit Tax ID #

Press 1: If you are an  
in-network provider  
for this patient

Press 2: If you are an  
out-of-network provider  
for this patient

Press 1: For General Inquiries

Press 5: All Other Inquiries

Press 1: To speak with a Customer Service Consultant\*

Tell your MetLife Customer Service Consultant that you need to  
verify coverage for a new customer in our Dental Verification  
database

## Your Plan Information:

Weatherford Independent School District

Company Name

5441891

MetLife Group #

01/01/2017

Effective Date

