

## How to Use Your New Plan

### Welcome to MetLife!

We are still in the process of installing your group's new dental plan, and some capabilities will not be fully functional until your information is fully loaded in our systems. In the meantime, we would be happy to answer questions about your benefits and verbally confirm your enrollment status by following the instructions below.

1. Call **1-800-GET-MET8** and follow the prompting instructions provided on this flyer to speak with a Customer Service Consultant
2. Tell the MetLife representative that you are a **\*NEW\*** customer to MetLife and need to verbally confirm enrollment through our **Dental Verification Database**
3. Be prepared to provide the SSN of the policyholder as well as the plan details listed below
4. Take a copy of this flyer to your first dental appointment – tell your dentist you recently switched dental plans and they will need to follow these instructions to verbally confirm your enrollment status



#### Your Dental Plan:

**Jacksboro Independent School District**

*Company Name*

**5385654**

*MetLife Group #*

**09/01/2023**

*Effective Date*

*See reverse side for helpful self-service options once your plan is fully installed.*

### Member Instructions

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

Say "Dental"

Say **"No"** if asked you are calling from a dental office  
 Speak **Employee's SSN**  
 Speak Employee's five-digit **Zip code** (if requested)

No eligibility found

**Speak Enrollment:**  
 Call will automatically transfer to an Agent

Eligibility found but not for current plan

**Say "Agent":**  
 The automated system will ask again why you are calling  
**Say "Agent"**  
 Call will automatically transfer to an Agent

Tell the Customer Service Consultant that you are **\*NEW\*** to MetLife and be prepared to provide your member ID and plan information

### Provider Instructions

Call **1-877-638-3379**

**Press 2:** All other inquiries

Enter **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

**Press 2:** If you are an out-of-network provider

**Press 1:** General Menu

**Press 0 twice:** to speak with an Agent

**Press 1:** for Eligibility

Tell the Customer Service Consultant that you need to verify eligibility for a patient that is a **\*NEW\*** MetLife enrollee. Be prepared to provide the patient's ID and their plan sponsor's information as listed on this flyer (group name, group # and effective date)

### Having trouble using your benefits?

Certain functions such as online eligibility verification, pre-treatment authorizations and electronic claims submissions will not be available until your group policy is fully installed. In the meantime, your dentist should be able to obtain verbal confirmation of enrollment and high-level plan details, such as deductibles and coinsurance amounts, for you and any dependents covered by your plan. At your provider's discretion, he or she may choose to hold the claim for submission once you are reflecting active in our systems or require payment at time of service. If having trouble obtaining verbal enrollment confirmation, please ensure you are following the step-by-step instructions provided on this flyer to help our Customer Service Consultants manually locate your information in our Dental Verification Database. For updates on the status of your plan installation, please contact your benefits administrator for additional information.

Thank you for choosing MetLife!

Once your plan is fully installed, you may print a personalized ID card by visiting [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits)

**Use MyBenefits to:**

- Locate a participating dentist.
- Verify eligibility and plan design information.
- Review claim status and claim history for your entire family.
- View and print processed claims with one click.
- Obtain claims forms and educational information.
- Get instant answers to Frequently Asked Questions.

MetLife Dental Claims  
P.O. Box 981282  
El Paso, TX 79998-1282

For International Dental Travel Assistance call **1-312-356-5970**