PPO DENTAL

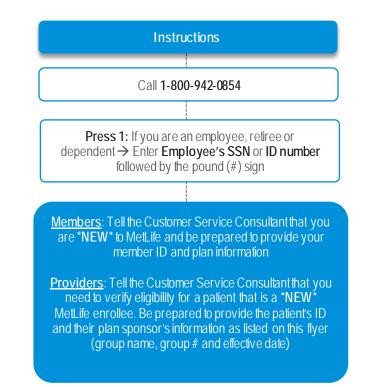


How to Use Your New Plan

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 **1-800-942-0854** 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/member ID of the policyholder
- 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



| MetLife | Your Dental Plan: |
|-----------------------------|---|
| Company Name | |
| MetLife Group # | |
| Effective Date | |
| See reverse side for helpfu | l self-service options once your plan is fully installed. |

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 follow ing 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!

