

How to Use Your New Plan

Welcome to MetLife!

We are still in the process of installing your group's new vision plan, and some capabilities will not be fully functional until your enrollment information is fully loaded into our systems. In the meantime, we would be happy to answer questions about your plan benefits as well as help you find a MetLife Vision provider in your area.

If you require services or materials during this brief transition period, your vision provider may ask you to reschedule your appointment once you are reflecting as active or pay for these items at the time of service. If this occurs, MetLife will fully reimburse you based on your plan's allowances once we have completed loading your group's eligibility and plan information into our systems.



Your Vision Plan:

Company Name

MetLife Group #

Effective Date

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

Instructions

Call 1-855-MET-EYE1 (638-3931)

Say "Vision"

Press 1: Vision PPO

Say "Eligibility"

Say "Member ID" and enter the **Employee's SSN or ID number**

Eligibility found

Eligibility not found

Call progresses through standard self-service menu. To speak with a live representative, say "Customer Service".

You will be transferred to a MetLife Customer Service Consultant for further assistance. If experiencing a **vision emergency**, please let us know.

Need to submit a claim for reimbursement?

To be reimbursed for out-of-pocket vision expenses, please follow the instructions below once you have confirmed that your enrollment information has been loaded into our systems. Please note that benefits payments cannot be determined until receipt of a claim.

- **If your provider is in-network:** Have your billing invoice or receipt outlining the itemized charges available and call 1-855-MET-EYE1 (1-855-638-3931). Request to speak with a customer service representative, and advise him or her that you need to be reimbursed for a claim that was paid out-of-pocket. He or she will process this request for you over the phone – no additional paperwork is necessary.
- **If your provider is out-of-network:** Send a copy of your itemized billing invoice or receipt along with a completed out-of-network claim form to the address listed on the form, which can be accessed online by visiting digitalsolutions.metlife.com in the Documents and Forms section. You may also easily submit your claim online via digitalsolutions.metlife.com

Thank you for choosing MetLife!

Once your plan is fully installed, you may print a personalized ID card by visiting digitalsolutions.metlife.com

Use the Digital Solutions Portal to:

- Locate a participating eye doctor.
- Review benefits information and past services.
- Obtain claims forms and educational information.
- Submit out-of-network claims online.

1-855-MET-EYE1

TDD/TTY for the hearing impaired: 1-800-428-4833

MetLife Vision
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