

Small Business Solutions — Ongoing Maintenance Access and Entitlements

Thank you for choosing MetLife to administer your company's benefit needs. The individuals who are granted ongoing maintenance access to service your group in our portal, will be able to perform the following types of functions (but not limited to):



Claim submission & inquiry (if HIPAA Authorized)

- Viewing and inquiring of Dental and Vision claims, etc.



Billing and payment functions

- View/download/print bills
- Manage billing/payment preferences
- Submit payments



Enrollment and employee maintenance functions

- Manage initial and ongoing enrollments for group and individual members
- Employment updates
- Employee demographic updates



Account maintenance activities

- Group demographic/contact updates
- Structure changes

Please note that these services may not apply to all products and certain restrictions may apply.

If you have questions about this access, please contact MetLife customer service at [1-800-ASK 4MET \(1-800-275-4638\)](tel:1-800-ASK-4MET) to speak with a customer service representative. Hours of operation are Monday to Friday 8:00 a.m. – 9:00 p.m. ET