

# Quick Reference Guide

Navigating service resources for employers

Our dedicated teams deliver expert support to you and your employees, whenever you need it.



## Eligibility

**Eligibility Updates - Information is for non-file feed groups only**

**Email:**

[metenrollment@metlifeservice.com](mailto:metenrollment@metlifeservice.com) (less than 250 updates- will take 24 hours)

[metenrollment48@metlifeservice.com](mailto:metenrollment48@metlifeservice.com) (more than 250 updates- will take 48 hours)

**Fax:** 1-859-389-6505

*A full census is only needed during implementation. During renewal, please only send a change file. For faster service, send changes via email or fax. Adds/terms/updates are also self-service through MetLink.*

## File Feeds

Please let your Client Service Consultant know if you are planning to send an electronic file feed – they will work with you and a MetLife File Feed analyst to schedule testing.

For questions or errors on existing files, please reach out to [uisservicedesk@metlife.com](mailto:uisservicedesk@metlife.com) and/or engage your CSC to assist.

## Dental

**PPO Claims**

**Employee Phone:** 1-800-438-6388

**Employer Phone:** 1-888-466-8673

**Fax:** 1-859-389-6505

**Mail:** PO Box 981282, El Paso, TX 79998-1282

**SafeGuard DHMO Claims**

**Employee/Providers Phone:** 1-800-880-1800

**Employers/Benefit Reps Phone:** 1-800-282-8738

**Mail:** PO Box 981282, El Paso, TX 79998

## Life

**Statement of Health (SOH)**

**Phone:** 1-800-438-6388; **Fax:** 1-888-505-7446

**General Question Email:** [eoi@metlife.com](mailto:eoi@metlife.com)

**Life Claims**

**Phone:** 1-800-438-6388; **Fax:** 1-570-558-8645

**Email:** [LifeClaimSubmit@metlife.com](mailto:LifeClaimSubmit@metlife.com) (password protected emails only)

**Conversion**

**Phone:** 1-877-275-6387

**Portability**

**Phone:** 1-888-252-3607

## Vision

**Vision Claims**

**Phone:** 1-800-438-6388

**Mail:** MetLife Vision Claims: PO Box 385018, Birmingham, AL 35238-5018

## Disability

**Disability Claims**

**Phone:** 1-800-438-6388 – for quicker service, have your claim number ready when you call

**Fax:** 1-800-230-9531

**Email:** [tampa@metlife.com](mailto:tampa@metlife.com)

**Mail:** PO Box 14590, Lexington, KY 40511-4590

# Quick Reference Guide

Navigating service resources for employers

## Online Access

### MyBenefits (for Employees)

**Online:**

<https://online.metlife.com/edge/web/public/benefits/signOut>

### MetLink (for Employers)

**Online:** [www.metlink.com](http://www.metlink.com)

### Technical Support

**Hours:** Monday through Friday, 9 a.m. to 8 p.m. Eastern time

**Phone:** 1-877-963-8932

### Forms Database for HR Administrators

[www.metlifeadminmanual.com/am1](http://www.metlifeadminmanual.com/am1)

*Request a demo from your Client Service Consultant to access all the benefits of MetLink.*

## Payment Remittance

Payment can be made by wire or paper check. Please contact your CSC for instructions based on chosen method.

## Voluntary Benefits

**MetLife offers an array of Voluntary Benefits, including:**

- Critical Illness
- Hospital Indemnity
- Cancer
- Accident
- MetLaw (Group Legal)
- Auto & Home

**Phone:** For claims and service questions, call 1-800-438-6388