

Contact Information

The MetLife logo is displayed in white text on a blue rectangular background.

Local contacts for all your Sales and Service needs –

You and your customers are our first priority. To better support you, our goal is to consistently deliver extraordinary service and innovative solutions. From implementation and eligibility to employee education, enrollment, technical assistance and payment of claims — we do what we say we'll do, so you can feel confident in MetLife.

Account Executive: 100+ Business: New sales, proposals, and renewals

Jeff Brown

Email: jbrown15@metlife.com

Direct: 949-471-2313

Cell: 602-410-1180

Email RFP requests to: jbrown15@metlife.com

Sales Specialist: <100 Business: New sales, proposals, and renewals

Courtney Buze

Email: cbuze@metlife.com

Direct: (480) 627-3955

Email RFP requests to: cbuze@metlife.com **AND** jbrown15@metlife.com

Field Service Consultant: Amendments, escalated service concerns, and enrollment for 100+ business

Sylvia Silva

Email: ssilva4@metlife.com

Direct: (949) 471-2303

Employer Service Team – Client Service Consultants: Day-to-day, ongoing service and support, including billing concerns and reconciliation, as well as eligibility maintenance like additions and deletions for groups with less than 100 lives

Southern California Service Team

Irvine_Service@metlifeservice.com

Direct: 816-673-3883

*Note. A dedicated Client Service Consultant is assigned at implementation for groups with more than 100 employees. For questions on CSC assignment, please contact your Field Service Consultant.

Broker Hotline: Dedicated line for broker assistance with groups, commissions and more

1-888-653-8325

Administrative Manual: Forms, contacts, frequently asked questions and more

www.whymetlife.com/adminmanual

General Service Resources

Making it easy for our customers to reach us is important. Groups with 2-99 lives can call us at 1-800-ASK-4-MET (1-800-275-4638) to speak to their dedicated account team. Groups with more than 100 lives can contact their dedicated Client Service Consultant, who is assigned at implementation.

Whether they have a question about billing and eligibility, or need a copy of their benefits summary, our customers can expect prompt and expert service at every turn.

1-800-ASK-4-MET (1-800-275-4638)

Our Customer Response Center is open 8 am – 9 pm ET, Monday – Friday. You may also reach our center via email at ask4met@metlifeservice.com. Please note, you may be asked to enter your group number for the service options you select. You can find your group number on the first page of your policy or certificate.

LIFE

Statement of Health inquiries
Option 2, enter group number, then Option 4, then 3

Submit new Life claim

Option 2, enter group number, then Option 4, then 1

Existing Life claim inquiries

Option 2, enter group number, then Option 4, then 2

Conversion

1-877-275-6387

Life claims

PO Box 6100
Scranton, PA 18505-6100
Fax: 1-570-558-8645

Statement of Health fax

1-888-505-7446

Portability

1-866-492-6983

DISABILITY

Disability claims inquiries

Option 2, enter group number, then 3, then 1

Tax inquiries

Option 2, enter group number, then 3

MetLife Disability claims

PO Box 14590
Lexington, KY 40511-4590
Fax: 1-800-230-9531

DENTAL

Dental claims inquiries

Option 2, enter group number, then 2

MetLife Dental claims

PO Box 981282
El Paso, TX 79998-1282
Fax: 1-859-389-6505

Dental directories

Option 2, enter group number, then 2
www.metlife.com/dental

DHMO facility ID# changes

Option 2, enter group number, then 2
customerserviceinquiry@metlife.com

VISION

Vision claim inquires

Option 2, enter group number, then 5

- Vision PPO – Option 1
- Metlife VisionAccess Discount Program – Option 2

MetLife Vision claims

PO Box 997565
Sacramento, CA 95899-7565

SafeGuard Vision claims

PO Box 981987
El Paso, TX 79998-1987

Vision directories

Option 2, enter group number, then 5

- Vision PPO – Option 1
- Metlife VisionAccess Discount Program – Option 2

Or online

- Vision PPO – metlife.com
- Metlife VisionAccess Discount Program – www.metlife.com/mybenefits

OTHER METLIFE SERVICES

ELIGIBILITY

Updates such as salary, enrollments and terminations

Fax: 1-888-505-7446

COBRA forms or requests

Fax: 1-888-505-7446

Mail

MetLife Eligibility
PO Box 14593
Lexington, KY 40512-4593

Overnight mail

MetLife Eligibility
2025 Leestown Road, Suite J
Lexington, KY 40511-1000

PAYMENTS

Regular payments list billed groups

MetLife
PO Box 804466
Kansas City, MO 64180

Regular payments self-administered groups

MetLife
PO Box 803323
Kansas City, MO 64180-3323

To overnight a premium payment

Commerce Bank
811 Main Street, 7th Floor
Kansas City, MO 64105-2005

ONLINE SERVICE SOLUTIONS

Demos

www.serviceatmetlife.com/demos

MetLink®

www.Metlink.com
For Technical Support
877-9MetWeb (877-963-8932)

MetLink Administrative Manual

whymetlife.com/adminmanual

MyBenefits

www.metlife.com/mybenefits
For Technical Support
877-9MetWeb (877-963-8932)

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, waiting periods, limitations, reductions of benefits and terms for keeping them in force. Please contact MetLife for complete details.