

Customer Service

Key Phone Numbers and Contacts

Employee General Customer Service Line: 800-GET-MET8

This number is good for all coverages. Interactive Voice Response tree gives employees the option to select any coverage to direct them to the claims department. The following information is automatically accessed from MetLife's systems when employees input their Social Security number:

- Eligibility verification
- Plan Benefits Summary
- Claims status and forms
- PDP Dentist Directories
- Claim Filing Address
- Dependent Definitions

Customer Service Consultants are available Monday-Friday: 8:00 am - 11:00 pm EST.

Please note: During the enrollment period and before the Dental Plan is effective, employees can use the Computerized Voice Recognition (CVR) System to order PDP Directories only. After the effective date of the Plan, they can access all of the services available (as outlined above).

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Key Phone Numbers and Contacts

Vision Customer Service Line: 833-EYE-LIFE

After your Vision Plan is in effect, this line provides employees with immediate access to the following frequently sought after information (this information is automatically accessed from MetLife's systems when employees input their Social Security number):

- Eligibility verification
- Plan Benefits Summary
- Claims status

Monday-Friday: 8:00 am - 11:00 pm EST; Saturday: 9:00 am – 8:00 pm EST

The **Vision Voice Response Unit (VRU)** is available to locate a MetLife Vision network provider 24 hours a day, seven days a week.

Please Note: During the enrollment period and before the Vision Plan is effective, employees can use the Computerized Voice Recognition (CVR) System to find a provider only. After the effective date of the plan, they can access all of the services available (as outlined above).