

# MetLife Dental Reference Sheet

## Contact Information

**Customer Service:**

(800) 942-0854

**Fax Number:**

ATTN: Claims (859) 389-6505

**Mailing Address:**

Group Dental Claims

P.O. Box 981282

El Paso, TX 79998-1282

### **How Do I Get to a Customer Service Representative when dialing into the 800#?**

- **Press 1** for Employee and Dependent
- **Enter** Employee's SSN followed by #

*System will give current coverage information and then main menu*

- **Press 2** for claim inquiries
- **Press 4** to speak with a Customer Service Representative

### **Choose from the following:**

- Press 1 to speak with a representative regarding claim inquiries
- Press 2 to speak with a representative regarding benefits and eligibility
- Press 3 for all other inquiries