

MetLife Dental Reference Sheet

Dental Customer Service Contact Information

New Call Center phone number:

888/303-1113

Mailing Address:

Group Dental Claims

P.O. Box 981282

El Paso, TX 79998-1282

Fax Number:

ATTN: Claims (859) 389-6505

How do I get to a Dental Customer Service Representative when calling the new Dental Customer Service phone number listed above?

1. Press "1" for Employee and Dependent
2. Enter the six digit EE ID followed by "#".

Note: You may be asked to confirm your 5 digit zip code and first 3 letters of last name for verification.

At this time, the system will give current coverage information and bring you to the Main Menu.

3. Press "5" for General Inquiries
4. Press "4" to speak with a Customer Service Representative

Remember to use the MyBenefits website (see address below) for eligibility, benefit and claim information.

www.metlife.com/mybenefits