

# A better onboarding experience



We know how challenging implementations can be. But our team is your team, ready to answer questions as they come up, guiding you through the onboarding process, and sticking with you throughout the globally-mobile employees' journey. **Our average medical implementation in 2018 was less than 20 business days**, beating the industry standard of 30 by a significant margin. From developing a focused transition plan that aligns with your culture to sending personalized Welcome Emails and promptly issuing ID cards, our process management methodology ensures that you stay on schedule and feel confident throughout the changeover.

Once eligibility is processed, we'll automatically send a customized Welcome Email that grants your employees access to our online platform. **There's no need to wait for a physical ID card to arrive in the mail. Once members receive this email, they can register for our website to access their digital ID card, Welcome Guide, Schedule of Benefits, and more.**

"Thank you for all the efforts to this transition and support to our team. I know you'll be wrapping up, but want to extend my appreciation for the implementation ahead of schedule and done with such professionalism! You made the HR team look good!"

– Client

# Our typical medical implementation.<sup>1</sup>



**Day 0**

Submit application and final census



**Day 2**

Implementation call



**Day 6**

Contracts issued



**Day 15**

Eligibility loaded



**Day 16**

Welcome Email sent



**Day 20**

ID cards mailed

Regardless of the size of your group, we customize our process to align with your culture:

- Proactive, consistent communication means you're always up to speed without having to manage the details
- A host of communication tools helps your employees manage their plan, from enrollment to end of assignment
- Coordination of all key tasks and review of milestones to cut down on the back-and-forth

## Responsive to and flexible for your needs.

- Our goal is to respond to all client and broker inquiries within one business day
- Administrative flexibility allows us to coordinate with your preferred processes from account structure to billing to eligibility<sup>2</sup>
- We conduct network analyses with recommended local providers and ensure that they feel comfortable with our onboarding process
- Tools and educational resources are available to help your employees throughout the onboarding experience:
  - ✓ Pre-trip webinars to help employees prepare for international assignment — available anytime
  - ✓ Transition of care support for pregnancies, scheduled surgeries, and ongoing medical treatment
  - ✓ Comprehensive Welcome Kit
  - ✓ Customized notifications of service and network enhancements
  - ✓ Webinars available on demand, customized for each employee's plan design

For more information, contact your MetLife Account Executive today.  
[MetLifeWorldwide.com](https://www.MetLifeWorldwide.com)

1. Average Medical implementation in 2018 was less than 20 business days.  
2. Subject to applicable legal requirements.

Like most group insurance policies, insurance policies offered by MetLife contain certain exclusions, exceptions, waiting periods, reductions, limitations, and terms for keeping them in force. Ask your MetLife representative for costs and complete details.

MetLife's worldwide benefits products are underwritten by Delaware American Life Insurance Company, a MetLife affiliate domiciled at 600 North King Street, Wilmington, DE 19801, and other affiliates.

