Self Help Tips for DHMO Practices

To verify if a dentist is an existing MetLife network provider:
Log in to dentalprovider.metlife.com, Under *Quick Links*:

- Select *Find a Dentist*
- Select Network Type: *DHMO*
- Enter zip code and Dentist or Practice Name
- Click on the *FIND* button

For general DHMO questions: contract status, effective dates, call (800) 635-4238

To Request an Application for CA, FL, NY, NJ or TX, go to dentalprovider.metlife.com

- Visit our **Resource Center**
- Under ***Dental HMO/Managed Care Plan***, click on ***Apply for Participation*** and complete form
- Processing time is to receive your packet is approximately 14 business days
- Call option: (800) 635-4238

Completed application and credentials can be sent via email: MetLifeDHMO@conduent.com

- Subject line **must** read: New application – [Dr. Name]
- Confirmation will be sent to the original requestor with batch number for reference

Please note the following:

- If the application is incomplete, **a request for missing information will be sent to the office**.
- Credentialing takes approximately 30-45 business days if the application is complete: effective dates will always be the first of the month following once approved
- To inquire about the status of an application send an email to: DHMO.Conduent.team@conduent.com; **Conduent** will review and provided status within 5 business days
- A Welcome letter including the dentist's **effective date will be sent directly to the office**
- Please remind office staff to forward all correspondence to your corporate office (if applicable)

Adding a contracted/in network dentist to a different location:

- Submit a Provider Application and include the following:
- Completed contract including: W9, State License, DEA, Proof of Liability Insurance
- Addendum with Provider signature (CA & FL only)
- Signed Fee Schedules (specialists only)

To inquire about the status updates or confirm effective dates, send an email to:
DHMO.Conduent.team@conduent.com

Office and Provider Updates

Address Change or Adding a New Location

- Please reach out to your Network Development Specialist (NDS). If you do not know who your NDS is, please call Customer Service at (800) 635-4238 for assistance.
- California offices - an Office Visit is required before a new location can be added.

Changing a TIN or Sale of Practice: send to providerdatamanagement@metlifeservice.com

Adding DHMO provider to additional location MetLifeDHMO@conduent.com

Updating phone numbers should be sent to: providerdatamanagement@metlifeservice.com

Provider updates can be submitted via email: providerdatamanagement@metlifeservice.com
(Subject Line: Provider Update)

To inquire about status updates or confirm effective dates, send an email to:
DHMO.Conduent.team@conduent.com

Terminations
Contract termination requests can be sent via fax to: Provider Services (949) 425-4574 **OR** email: providerdatamanagement@metlifeservice.com

- Letter should be on letterhead and request should include reason for contract termination
- Include Tax ID #, NPI #, full address, phone #, dentist name(s) to be terminated
- A confirmation letter will be mailed to the office approximately 30 business days after receipt.
- To confirm receipt of the letter, call our Provider Service Line at (800) 635-4238

CLAIMS

- Contact Customer Service: (800) 635-4238
- Must have patient's SSN

Claim Address: MetLife Dental, P.O. Box 981987, El Paso, TX 79998
For State of New Jersey enrollees Only: MetLife Dental P.O. Box 14749, Lexington, KY 40512
For State of California enrollees Only: MetLife Dental P.O. Box 14749, Lexington, KY 40512

If submitting your claims electronically through Change Heath Care or Emdeon, please use payer ID code CX030

Claim Appeal: SafeGuard Quality Management Department, P.O. Box 3532, Laguna Hills, CA 92654-9826 **or** Fax: (949) 425-4587

Common Issue Resolution:
Issue: Claim denied
Resolution: Send EOB along with requested documentation to claims address (X-Rays should not be faxed)

Issue: Claim not on website (please allow up to 2 weeks from submission date to ensure claims are processed before resubmitting).
Resolution: Call customer service or resubmit claim

Issue: Patient is not eligible or eligibility question
Resolution: Contact customer service at 800-880-1800

Issue: Unable to obtain benefits information on website
Resolution: Contact customer service at 877-638-3379, option 1, 3, 2

Issue: Problems with logging in to website
Resolution: Contact customer service at 877-638-3379, option 1, 3, 3

NOTE: Submit claims timely to avoid delay of payment or filing limitation denial

EFT (Electronic Funds Transfer) or to change the method of receiving EOB's:

- To enroll in EFT, please go to: https://metlifedental.zelisenroll.com Zelis will handle/maintain all new enrollments.
- If you are experiencing issues with EFT/ERA, contact Zelis at: 1-888-679-0665