Self Help Tips for PDP Practices

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

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

For general PPO questions: contract status, effective dates, to obtain a copy of a standard fee schedule(s)
CALL (866) 438-5472, option #8

To Request an Application, Standard Fee Schedule, or Provider update form:

Online: dentalprovider.metdental.com

- Click on **Join Our Network**
- Complete the online form and submit

PDP Completed Contract Booklets should be returned to Conduent

Email: Metlifepdp@conduent.com

- Subject line **must** read: New Contract Booklet – [Dr. Name]
- An email confirming receipt of Contract Booklet will be sent.
- Intake email only – no follow up questions will be returned.
- Complete the credentialing process online via the SKYGEN Dental Hub at http://app.dentalhub.com/app/login

Please note the following:

- If the Contract Booklet is incomplete, **a request for missing information will be sent to the office**.
- Credentialing takes approximately 30 business days if the Contract Booklet is complete.
- To inquire about the status of your Contract Booklet, call Provider Services **(866) 438-5472, option #8.**
- A Welcome Letter including the dentist's effective date will be emailed.

Adding a dentist to a practice (DDS is already credentialed)

- Submit a MetLife Provider Update Form and include the W9.
- To inquire about the status updates or confirm effective dates, call Provider Services at **(866) 438-5472, option #8.**

Contract Booklet vs State Mandated Contract Booklet:

- If a provider is currently in network with a **Standard Contract** and will be moving or practicing in a state that requires a **State Mandated Contract**, the provider must complete and submit the state mandated Contract Booklet. The provider must be successfully credentialed in the new state to be a MetLife network provider.
- To confirm if a State Mandated contract is required in a specific state, please contact Provider Services at **(866) 438-5472 option #8.**

Office and Provider Updates:

Changing a TIN, adding new location, adding PDP provider to additional location, or Sale of Practice: Submit MetLife Provider Update Form and W9

Updating, Phone or Address information: Refer to the SKYGEN Dental Hub.

To inquire about status updates or confirm effective dates: Refer to the SKYGEN Dental Hub.

PDP Terminations:

Contract termination requests can be sent via:

- Fax: Provider Services (859) 389-6505
- Mail: MetLife Dental Claims, Attn: Provider Unit, P.O. Box 981282, El Paso, TX 79998
- The letter should outline the request and include a reason for contract termination.
- Include Tax ID #, NPI #, full address, phone number, dentist's name(s) to be terminated.
- Note that the effective term date, per contract, is **90 days after receipt of your notification of terming**.
- A letter will be mailed to the office approximately 30 business days after receipt.
- To confirm receipt of the letter, call Provider Service Line at (866) 438-5472, option #8.

CLAIMS:

- Contact Customer Service: (877) 638-3379 or Fax: (859) 389-6505
- Must have the patient's SSN
- **Claim Address:** MetLife Dental, P.O. Box 981282, El Paso, TX 79998
- **Claim Appeal:** MetLife Group Claims Review, P.O. Box 14589, Lexington, KY 40512

Common Issue Resolution:

Issue: Claim denied for X-rays or any additional information
Resolution: Send EOB along with requested documentation to claims address (X-Rays should not be faxed)

Issue: Preauthorization was obtained and submitted claim is denied
Resolution: Write the date of service on preauthorization and submit. Do not submit a new claim

Issue: Claim not on website
Resolution: Call customer service or resubmit claim

Issue: Patient is not eligible or eligibility question
Resolution: Contact customer service at 877-638-3379

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