Self Help Tips for PDP 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: *PDP*
- Enter zip code and Dentist or Practice Name
- Click on the *FIND* button

For general PPO questions:

- Contract status or effective dates, call (866) 438-5472, option 8

To Request an Application or Provider update form:
Log in to dentalprovider.metlife.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 https://app.dentalhub.com/app/login
- Applicable state license must be entered into SKYGEN Dental Hub prior to submitting form

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**
- SKYGEN will supply welcome letters with the MetLife PDP Effective Dates. The provider can access copies via the SKYGEN Dental HUB

Adding a dentist to a practice(s) within the same state that the DDS is already credentialed

- Access the MetLife Provider Update Form online at dentalprovider.metlife.com
  - Submit the completed form, including the W-9 to: ProviderUpdateForm@metlifeservice.com
- To inquire about the status updates or confirm effective dates, call Provider Services at (866) 438-5472, option 8

Adding a dentist to practice in a different state

- If provider is active in another state, a full application and Contract Booklet is required. Provider must update new state license in the Dental HUB accordingly

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Office and Provider Updates:

- **Changing a TIN, adding new location, adding PDP provider to additional location (in the same state), 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 be on office letterhead and 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