Metropolitan Life Insurance Company
MetLife Health Plans, Inc.
SafeGuard Health Plans, Inc.

PROVIDER DISPUTE RESOLUTION REQUEST - DHMO PROVIDERS ONLY

Note: Submission of this form constitutes an agreement not to bill the patient

INSTRUCTIONS

- Please complete the form below. Fields with an asterisk (*) are required.
- Be specific when completing the DESCRIPTION OF DISPUTE and EXPECTED OUTCOME.
- Provide additional information to support the description of the dispute. Do not include a copy of a claim that was previously processed.

Mail or fax the completed form to:

SafeGuard Quality Management Department
P.O. Box 3532
Laguna Hills, CA 92654-9826

Fax Number: (949) 425-4587

SECTION 1: Provider Information

Provider Name	*Provider Tax ID #

Address

SECTION 2: Claim Information

Claim Information: ☐ Single ☐ Multiple "Like" Claims Number of Claims: _____

*Patient Name	Date of Birth

*ID Number	Patient Account Number	Original Claim ID Number

Service "From/To" Date	Original Claim Amount Billed	Original Claim Amount Paid

Dispute Type:

☐ Claim
☐ Appeal of Medical Necessity / Utilization Management
☐ Request for Reimbursement of $_____
☐ Seeking Resolution of a Billing
☐ Contract Dispute
☐ Other

*Description of Dispute: _____

Expected Outcome: _____

SECTION 3: Contact Information & Authorization

Contact Name	Title	Phone Number	Fax Number

Signature: _____ **Date:** _____

☐ **Check here if additional information is attached**

Managed Dental Care plans are available in California, Florida and Texas provided by a domestic company in the applicable state named SafeGuard Health Plans, Inc. The SafeGuard companies are part of the MetLife family of companies. Managed Dental Care plans are available in Illinois through SafeGuard Health Plans, Inc., a Texas corporation. Managed Dental Care plans in New Jersey are provided by MetLife Health Plans, Inc. and Metropolitan Life Insurance Company. Managed Dental Care plans in New York are provided by Metropolitan Life Insurance Company. "Managed Dental Care" is used to refer to products that may differ by state of residence of the enrollee, including but not limited to: "Specialized Health Care Service Plans" in California; "Prepaid Limited Health Service Organizations" as described in Chapter 636 of the Florida statutes in Florida; "Single Service Health Maintenance Organization" in Texas, "Limited Health Service Organizations" in Illinois, "Dental Plan Organizations" in New Jersey, and "Dental Managed Care Plan" in New York.