Self Help Tips for Third Party Administrators (TPA)

Fees schedules: MetLife must work directly with the dentist for all fee discussions. The fee schedules are sent to the providers, and they can share that with you as deemed necessary. If the provider is not aware of who their Network Development Specialist is, they can call Provider Services at (866) 438-5472 for contact information.

Provider signed contracts: We do not provide copies of signed contracts to any third party.

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

To Request a PDP Application or Provider Update Form online, go 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 https://app.dentalhub.com/app/login
- Applicable state license must be entered into SKYGEN Dental Hub

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

- Submit a MetLife Provider Update Form and include the W9, online at dentalprovider.metlife.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 SKYGEN Dental HUB accordingly

Updated 04202026

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 (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

To Request a DHMO Application for CA, FL, NY, NJ or TX:

Online: dentalprovider.metlife.com

- Visit our **Resource Center**
- Processing time to receive information is 14 business days

Call Option: (800) 635-4238

DHMO 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
- Credentialing takes approximately 30 – 45 business days if application is complete
- If application is incomplete a request for missing information will be sent to the provider
- Status of Application - You may call Provider Services 20 days after submission (866) 438- 5472
- Welcome letter including dentist effective date will be sent directly to the providers office
- CA offices must pass an Office Assessment prior to being effective in the network.

DHMO Terminations:

Contract termination requests can be emailed to: providerdatamanagement@metlifeservice.com

- The letter should be on letterhead, and the request should include reason for contract termination
- Include Tax ID #, NPI #, full address, phone numbers and dentist's name(s) to be terminated

A confirmation letter will be mailed to the office approximately 30 business days after receipt
To confirm receipt of letter, call Provider Service Line at (800) 635-4238