

MetLife Dental

Transition of Care

If you are currently receiving dental or orthodontic treatment, you may be wondering how your care will be affected when your Aetna dental coverage ends. If you enroll in dental coverage through MetLife for 2027, Transition of Care support is available to help continue treatment with as little disruption as possible.

Dental Care Treatment In Progress

If you are in the middle of an eligible dental treatment plan, MetLife has Transition of Care guidelines to help determine how treatment already in progress may be covered. Contact MetLife before delaying or changing ongoing care. MetLife will review your treatment and plan information to determine how benefits may apply.

Qualifying Treatments

The following ongoing treatments may be eligible:

- Orthodontic treatment (braces)
- Crowns or bridgework
- Partial or full dentures
- Root canal treatment

In Progress Treatment:

Orthodontia

DHMO Plan	PPO Low & High Options
If orthodontic treatment began before your MetLife coverage effective date of Jan. 1, 2027, you may qualify for continued orthodontic benefits through MetLife by completing these steps no later than Jan, 31, 2027: 1. Complete the Orthodontic Takeover Request Form. <i>Please note: the form has two parts. One section is for you to complete and the other is for your orthodontist to complete.</i> 2. Submit the Orthodontic Takeover Request Form If claim information is missing or incomplete, MetLife may request additional details before determining benefits. You will be notified through an Explanation of Benefits (EOB).	If orthodontic treatment began before your MetLife coverage effective date of Jan. 1, 2027, your dental office should begin submitting claims to MetLife after Jan. 1, 2027. Once MetLife receives an orthodontia claim with banding dates prior to the effective date of coverage, they will deny the claim pending information from the dental office (to determine plan benefits). MetLife will then request the following information from the dental office (to determine plan benefits): • total orthodontic treatment fee • amount paid by the prior carrier • date the appliance was placed • total number of estimated months of treatment • orthodontic appliance code from the current American Dental Association (ADA) <i>Common Dental Terminology (CDT) manual</i>.

Crowns or bridgework, partial or full dentures, root canal treatment

DHMO, PPO Low & PPO High Plan Options

If these treatments began before your MetLife coverage effective date of Jan. 1, 2027, your provider should begin submitting claims to MetLife effective Jan. 1, 2027.

In the event you need to submit a claim if your dentist does not do it for you, please gather this information:

- Patient name
- Provider information
- Treatment plan information (CDT code(s) and fees)

Then submit a claim by downloading a claim form on metlife.com/dental or mybenefits.metlife.com. Submit your claim by:

- **Fax:** 1-859-389-6505; or
- **Mail:** MetLife Dental Claims
P.O. Box 981282
El Paso, TX 79998-1282

When submitting your claim, please only send the first and second pages of the form.

Questions

For questions about ongoing treatment, orthodontic takeovers, provider selection, claims, or Transition of Care, contact MetLife Customer Service at 1-877-435-2981 Monday through Friday, from 7:00 a.m. to 10:00 p.m. Central Time.