# Using Your New Vision Plan

**Welcome to MetLife!** To confirm your participation in a MetLife Vision plan, please follow the steps below, and take this sheet with you when you first visit your vision provider as a MetLife enrollee.

## Call 1-800-ASK-4-MET (1-800-275-4638)

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<th>Press 1 – Employee, Member or a Provider</th>
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<td>Press 4 – Vision Inquiries</td>
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<td>Press 1 – MetLife PPO Vision</td>
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If you are a MetLife vision provider, **Press 1.**

Do you currently have vision coverage with MetLife? **Say “Yes” or Press 2.**

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**Enter the Employee’s ID number or last 4 of SSN**

If eligibility is found, your call continues through standard self-service options. A claim form is only required when visiting an out-of-network provider.

If eligibility is not found, you will be transferred to a live associate for further assistance. For more information, please see instructions below.

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### Reimbursement Process during Transition Period

If your employer is a new MetLife Vision customer, your plan’s information may not be fully loaded into our systems. If you require services or materials during this brief transition period, your vision provider may request that you pay for these services upfront. If this occurs, MetLife will fully reimburse you through our private-pay process once eligibility and plan information has been entered into our systems. Reimbursement instructions will vary based on whether your provider is in-network or out-of-network with MetLife.

- **If your provider is in-network:** Have your billing invoice or receipt outlining the itemized charges handy and call 1-855-MET-EYE1 (1-855-638-3931). Request to speak with a customer service representative, and share with him or her that you need to be reimbursed for a claim that was paid out-of-pocket. He or she will process this request for you over the phone – no additional paperwork is necessary.

- **If your provider is out-of-network:** Send a copy of your itemized billing invoice or receipt along with a completed out-of-network claim form (attached) to the address listed.

To locate an in-network MetLife Vision PPO provider, please visit [www.metlife.com/vision](http://www.metlife.com/vision)

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