



# Suffolk County Municipal Employee Benefit Fund

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Metropolitan Life Insurance Company



The Trustees of the Suffolk County Municipal Employee Benefit Fund are pleased to announce that Metropolitan Life Insurance Company, MetLife, will be taking over as plan administrator for the current "No-Cost" Basic Retiree and Retiree Basic COBRA Dental plans.

You will be automatically enrolled in the new plan and need to do nothing to start using your benefits on or after January 1, 2024. Your dentist will be able to validate your enrollment and obtain coverage information, simply by providing your SSN or BF#. ID Cards are not required, or used to validate eligibility, but a generic copy has been included below in the event you would like to keep a copy in your wallet as an added level of security.

- No change in plan design or Benefit Amount for individual retirees or their family
- Access to the Benefit Fund's proprietary Network Providers at the current negotiated Fee Schedule
- You will also gain access to MetLife's PDP Plus network, with over 450,000 access points nationwide. Seeing a MetLife PDP Plus provider will reduce your Balance Billing for any members that are currently seeing an Out of Network provider, under the Healthplex plan, that falls under MetLife's PDP Plus network. To find a PDP Plus dentist, please visit [www.metlife.com](http://www.metlife.com)
- \*Out of Network Providers can still be visited in the same capacity as today.

\*When using an out of network provider, members will no longer need to pay out of pocket and wait for reimbursement. The Amount covered by the policy will be deducted by the dentist up front, and then any Balance Billing would be handled between the Member and their dental provider.

### IMPORTANT NOTE

***The Fund has been advised that there may be a period through February in which EOB's are portraying amounts that do not align with the agreed upon fee schedule. No reason to be alarmed, The Fund has negotiated contracts with a group of in-network providers which should adhere to the agreed upon fee schedule.***



Employee Name:

Network: **PDP Plus**

Group Name: **Suffolk County Municipal Employee Benefit Fund**

Group Number: **0319560**



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## Frequently asked questions

### Dental carrier transition

Starting January 1, 2024, MetLife will be the new carrier for your Dental Benefits. We realize you may have questions about your coverage and want to let you know what to expect during this transition.

### Will my plan or benefits change?

Rest assured, there will be no impact or changes to coverage. Your dental plan will continue to operate as it does today.

### Do I need a new ID card?

ID Cards are not required, or used to validate eligibility, but a generic copy has been included below in the event you would like to keep a copy in your wallet as an added level of security.

### Will there be a new website or app that I will access to get my personal benefit information?

Yes, [metlife.com/mybenefits](https://metlife.com/mybenefits)

You will be able to obtain claim forms, review claim status, receive pre-treatment estimates, access your digital ID Cards, locate a dentist and view plan information online at **[metlife.com/mybenefits](https://metlife.com/mybenefits)** on or after **1/1/2024**.

### When will MetLife begin processing my dental claims?

Starting January 1, 2024, MetLife will begin processing any claims incurred on or after January 1, 2024. Treatment or procedures subject to continuation of care that had begun under Healthplex, will be taken over by MetLife as of January 1, 2024.

### If I have an existing claim with Healthplex that may require additional treatments/payments, who will process my claim after January 1, 2024?

Treatment or procedures subject to continuation of care that had begun under Healthplex, will be taken over by MetLife as of January 1, 2024.

### How do I find an In-Network Dentist?

Please refer to the attached Provider list.

#### Eligibility

SCMEBF Benefit Fund (631) 319-4099

#### Overall plan questions:

JB Greco and Associates (631) 617-5710

#### Dental Provider questions or acceptance:

MetLife 1 (888) 466-8673

#### Dental Log in or Benefit Login questions:

MetLife 1 (866) 363-8669

Obtain claim forms, review claim status, locate a dentist and view plan information online at **[metlife.com/mybenefits](https://metlife.com/mybenefits)**.

Mail completed claim forms to: MetLife Dental Claims, PO Box 981282, El Paso, TX 79998-1282.

Contact MetLife at **1-800-942-0854**

- Monday - Friday, 8:00am to 11:00pm EST to speak with a customer service representative
- Confirm eligibility, order claim forms or request dentist directories
- International Dental Travel Assistance call 1-312-356-5970 (collect)

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