

Key Contacts and Resources

Roles and Responsibilities		Employee Contact Information
Benefitfocus	Enrollment and coverage inquiries for Life, Disability, BTA and CI coverage Life and AD&D Claim Initiation Monday – Friday: 4 a.m. – 4 p.m. AK	P: 844-939-0543 E: SOABenefits@benefitfocus.com EE will receive an automated email Live response time: 24-hours
Life Claims (MetLife)	<ul style="list-style-type: none"> ▪ Status of submitted, paid, or denied claim ▪ Claim-specific claim interpretation ▪ Beneficiary designation verification for a submitted claim 	<ul style="list-style-type: none"> ▪ Open Claims Inquiries: 1-800-638-6420, Option 2 ▪ Monday - Thursday: 4:00 a.m. – 4:00 p.m. AK ▪ Friday: 4:00 a.m. – 1:00 p.m. AK
Statement of Health (MetLife)	<ul style="list-style-type: none"> ▪ Submission of Statement of Health ▪ Status of Statement of Health submitted ▪ Questions concerning additional medical documentation 	1-800-638-6420 Option 1 Monday - Thursday: 4:00 a.m. – 2:00 p.m. AK Friday: 4:00 a.m. – 1:00 p.m. AK
Life waiver of Premium (MetLife)	<ul style="list-style-type: none"> ▪ Submission of waiver claims for Life Coverage ▪ Claims management and decisions ▪ Claim status ▪ Appeal/requests for review 	Open claim inquiries: 1-800-300-4296 Monday - Friday: 4:00 a.m. – 1:00 p.m. AK premiumwaiver@metlife.com
MetLife Advantages	<ul style="list-style-type: none"> ▪ Will Preparation Service – Available with Supplemental or Select Life ▪ MetLife Estate Resolution Services – Available with Supplemental or Select Life ▪ Funeral Planning – Available with Basic Life, Supplemental Life, or Select Life ▪ Digital Estate Planning – Available to all ▪ Grief Counseling – Available with Basic Life, Supplemental Life, or Select Life 	MetLife: <ul style="list-style-type: none"> ▪ 1-800-821-6400 – Will preparation service inquiries ▪ 1-800-821-6400 – Estate Resolution service inquiries ▪ 1-866-853-0954 – Funeral Planning service inquiries ▪ www.willscenter.com – Digital Estate Planning ▪ 1-888-319-7819 – Grief Counseling
Life Conversion & Portability	MetLife partners with Barnum Capital Management financial professionals to provide employees information and guidance regarding conversion and portability.	<ul style="list-style-type: none"> ▪ Portability 1-888-252-3607 Monday – Friday: 4:00 a.m. – 4:00 p.m. AK ▪ Conversion 1-877-275-6387 Monday – Friday: 5:00 a.m. – 2:00 p.m. AK
Disability Claims (MetLife)	<ul style="list-style-type: none"> ▪ Claim initiation ▪ Status ▪ Ongoing open claim inquiries 	<ul style="list-style-type: none"> ▪ P: 866-729-9200 ▪ F: 800-230-9531 ▪ Monday – Friday: 4:00 a.m. – 7:00 p.m. AK
Critical Illness (MetLife)	<ul style="list-style-type: none"> ▪ Coverage confirmation ▪ Claim initiation ▪ Claim status 	<ul style="list-style-type: none"> ▪ P: 866-626-3705 ▪ F: 855-306-7350 ▪ MetLife MyBenefits: submit claim ▪ Monday – Friday: 4:00 a.m. – 4:00 p.m. AK
Pet Plan (MetLife)	<ul style="list-style-type: none"> ▪ Enrollment ▪ Policy inquiries ▪ Claim Inquiries 	<ul style="list-style-type: none"> ▪ 1-800-GET-MET8 ▪ Monday – Friday: 4:00 a.m. – 5:00 p.m. AK ▪ Sat – Sun: 6:00 a.m. – 3:00 p.m. AK

