



State of Tennessee ABC Webinar

MetLife Dental Preferred Provider Organization (DPPO)



MetLife Dental Plan Highlights

No changes to the plan design and no premium increase for 2021



Plan Highlights Overview

- Flexibility to go to any dentist — in or out of the network
- Over 1,500 in-network providers in our custom network in Tennessee
- Plan pays in and out of network based on negotiated fees-
- Different co-insurance percentages in and out of network –
- Teledentistry available for emergency services
- There are waiting periods in the plan for new entrants
 - 12-month wait on Orthodontia and Missing Teeth
 - 6-month wait on dentures, crowns and implants



ID Cards

- MetLife mails a Welcome Kit, which includes a welcome letter, ID cards and a one page plan detail document, to members' homes upon initial enrollment
- Current member ID cards are available to view or print on MyBenefits or via Mobile App

MetLife and Teledentistry

Protecting your smile

When you use teledentistry, you can talk with a dentist and get necessary treatment, such as emergency care, when you need it.



What is teledentistry?

Similar to telemedicine, teledentistry uses digital technologies – like a smartphone, tablet, or computer – that enables the dentist to perform problem-focused exams and reevaluations while you remain at home.

You can also provide photos, videos, and health history that the dentist can use to help diagnose your issue. MetLife aims to provide coverage for emergency dental care whether it is delivered in a dental office or by teledentistry.



How you'll get treatment

It's up to the dentist on how treatment will be delivered. Some conditions, like a gum infection, can be diagnosed via a teledentistry problem-focused exam and treated with a prescription that the dentist can call in to your local pharmacy for you.

For some other dental emergencies, the dentist can decide whether you'll get treated at their office or another location.



Submitting a claim

The dentist can submit the claim for the dental services delivered via teledentistry for you to MetLife, which will process it the same way as a regular office visit for a problem-focused exam or an evaluation claim. Benefit coverage for services delivered by teledentistry is based on your specific dental plan and is subject to the terms and conditions of that plan.



What is a dental emergency?

The American Dental Association recommends that you get care immediately for the following conditions:

- Bleeding that doesn't stop
- Painful swelling in or around your mouth
- Pain in a tooth, teeth, or jawbone
- Gum infection with pain or swelling
- After-surgery treatment (dressing change, stitch removal)
- Broken or knocked-out tooth
- Denture adjustment for people receiving radiation or other treatment for cancer
- Snipping or adjusting wire of braces that hurt cheeks or gums
- Biopsy of abnormal tissue



To learn more about keeping your teeth healthy, visit our online [Oral Health Library](#).

MetLife Dental Plan Highlights

Designated Call Center Representatives can be reached at:



855-700-8001 7:00 a.m. - 10:00 p.m. CT
Monday through Friday

Websites for Employees:



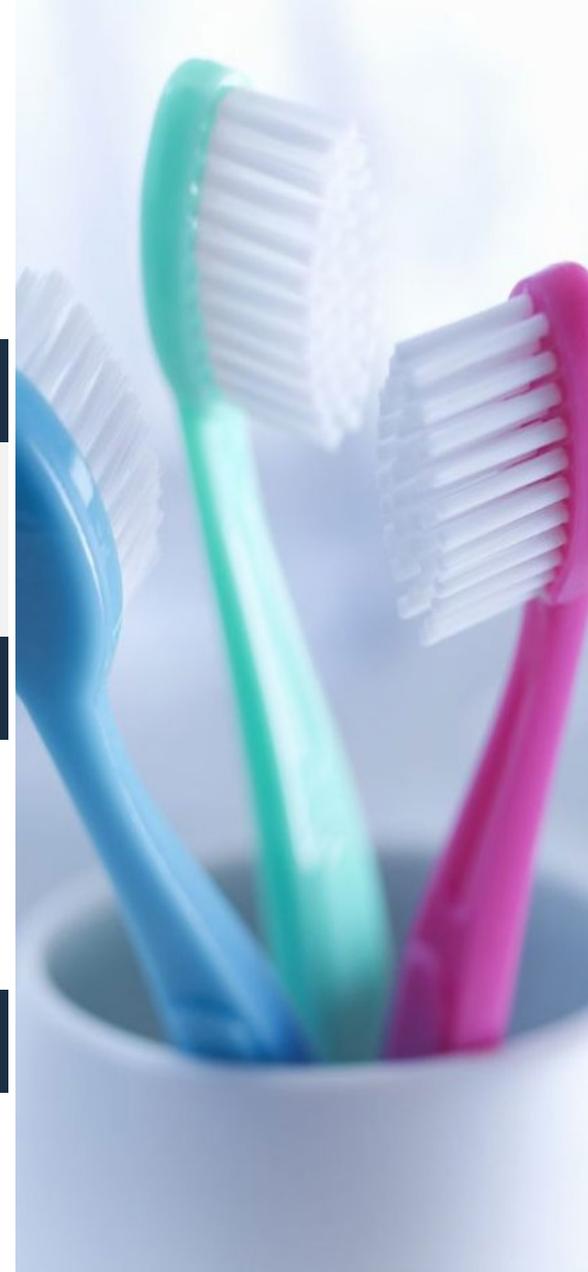
View plan details, handbooks, certificates and more: <https://www.metlife.com/StateofTN>

View claim status and details: www.mybenefits.metlife.com/StateofTennessee

Designated Email Address for ABC's



StateofTennessee@metlife.com



Dental Microsite

<https://www.metlife.com/stateoftn/dental/>

On the State of TN
Microsite You Can
Always.....

- View dental plan summaries
- View dental FAQs
- Find a Provider
- Find claim forms, dental member handbooks and other essential forms
- Access educational tools
- Go to MyBenefits website

MetLife PARTNERS FOR HEALTH

Plan Videos

Learn about your State of Tennessee benefits

Choosing benefits can be confusing. But it doesn't have to be. Take the time now to explore how benefits can make a difference in your life. Find coverage that fits your needs and protects all that you work for.

Dental Insurance
Keep your smile and your bank account healthy.
[LEARN MORE](#)

ParTners for Health Site
Visit the ParTners for Health Site for more information.
[GO TO SITE](#)

See your benefits in action

Check out our video series to learn how different benefit options can better prepare you for the future.

[WATCH NOW](#)

MyBenefits
To view or manage your personal benefits or claims, go to MyBenefits.
[GO TO SITE](#)

MyBenefits

<https://.wwwMetLife.com/MyBenefits/StateofTN>

With MyBenefits You
Can Always.....

- View enrollment status
- Check recent claims and status
- Print ID cards
- Find essential forms
- Update profile information
- Access educational tools

MetLife | State of Tennessee

My Group Benefits | Forms | Customer Support

You're eligible for the benefits below as a State of Tennessee employee. [Log in](#) to see your benefit details or [view benefits for a different account](#).

My Group Benefits

Come see our new look.
You are viewing your State of Tennessee benefits. Log in to see all your accounts.

For descriptions of all plan benefits, please [CLICK HERE](#).

Please Note

An agency must be participating in the State of Tennessee Sponsored Group Health Plan in order to qualify for participation in the State of Tennessee Voluntary Dental Program.

Employee, Retiree and/or Dependent group participation in the State Sponsored Group Health Plan is not required to participate in the State Dental Program. Employee or Retiree participation in the Preferred Dental Program is required for participation of eligible dependents.

Additionally, participation by those enrolled in the Preferred Dental Program is on a calendar year basis. Enrollment may only be dropped by the Members during the Annual Enrollment Period for the beginning of the next calendar year or due to a special qualifying event.

[LEARN MORE](#)

Dental PPO Plan

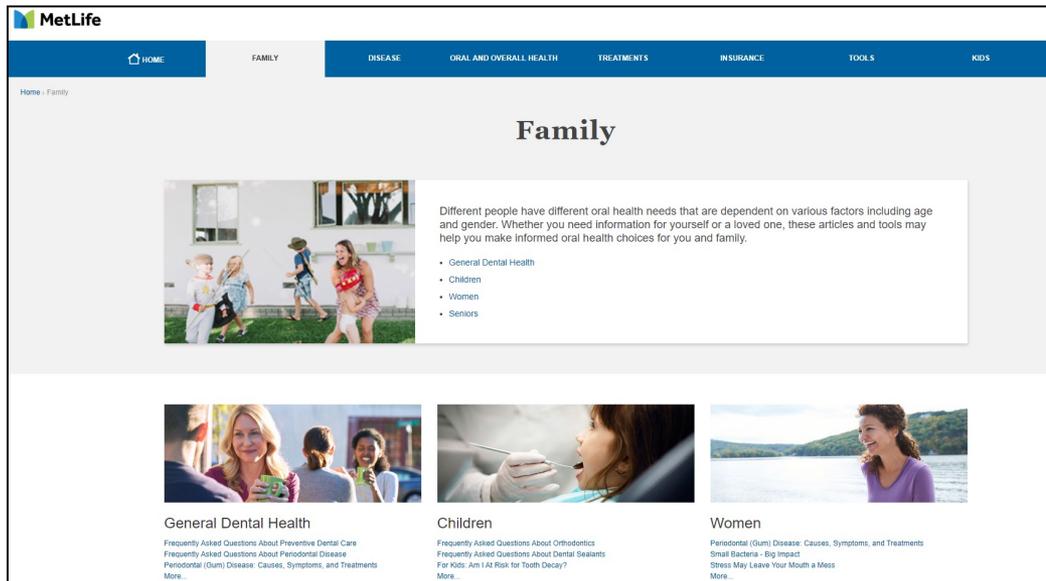
Dental Insurance
Help keep your pearly whites healthy for your entire life. Our dental plans provide a wide range of options.

[LEARN MORE](#)

[Find a Dentist near you](#)

Zip Code

MetLife Oral Health Library



www.oralfitnesslibrary.com

- Age appropriate education and content for the entire family
- Dedicated page for kids learning
- Interactive risk guides
- Engaging videos

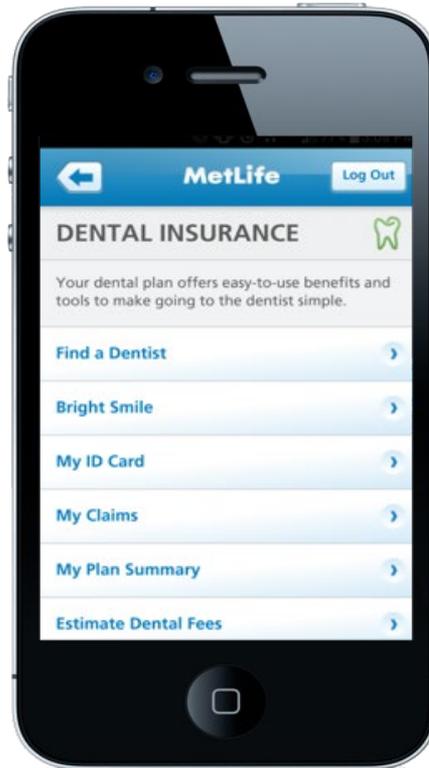
*All information provided on this website ("Website") is intended for your general knowledge only and is not a substitute for obtaining medical or dental advice for specific medical or dental conditions or other advice from your dentists or doctors. By making this Website available to you, Metropolitan Life Insurance Company and its affiliates (collectively, "MetLife") is not engaged in rendering any such advice.

Access Benefits on the go

Delivering benefits information to their fingertips

With the Mobile App
You Can Always.....

- View ID cards
- View plan summaries
- Check recent claims and status
- View dental fees
- Find a dentist



Certain features of the MetLife US Mobile App are not available for some MetLife Dental plans.

2021 Benefit Event Support

MetLife may be available to support benefit events for the State of TN and may provide the following:

Benefit Event Criteria

- A representative may attend in person and be available to answer high level plan questions / Online Virtual Support / Webinars / Brainsharks
- The Member Handbook
- Jar Openers

- MetLife must be notified a minimum of 14 calendar days prior to the event
- The location must have a minimum of 100 employees at the event location in order for a rep to attend; no limit for virtual meetings
- Upon request, we will send Member Handbooks to any location regardless of size
- To schedule your event, simply email the information below to the stateoftennessee@metlife.com mailbox:
 - Location Name, Address
 - Location Contact, Phone Number, Email address
 - Shipping Contact and Address
 - Date and Time of Event
 - Number of Employees Expected to Attend
- You will receive you will receive confirmation 1-2 weeks prior to your event

Thank You!

