



# Teamsters Local 77 Health & Welfare Fund

## Dental & Vision - Contact Guidelines

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### **DENTAL • METLIFE • GROUP #118963**

- 1) **Assistance By Phone • 800-942-0854:**
  - a) Verify benefits coverage and general questions
  - b) Resolve outstanding claims and other claim issues
  - c) Find an in-network participating dentist (use Internet as first choice)
  - d) To speak with Customer Service Consultant (4 steps): press #1 for employee coverage, enter Soc Sec No + # key, press #2 inquiry claims & requests, press #4 for a person
- 2) **Assistance By Internet (suggested method) • [www.metlife.com/mybenefits](http://www.metlife.com/mybenefits):**
  - a) You need to register, provide certain information and select a User Name and Password
  - b) Find an in-network participating dentist
  - c) Check claim status and review recent claims
  - d) View a snapshot of personalized information including benefit highlights
  - e) Receive email alerts on claim status and explanation of benefits (EOB)
- 3) **Processing Out-Of-Network Claims:**
  - a) Send out-of-network dental bill from non-participating dentist to MetLife, Group Dental Claims, PO Box 981282, El Paso, TX 79998-1282, or fax dental bill to (859) 389-6505. MetLife will reimburse you the lesser of the scheduled amount or provider's fee.
- 4) **If Your Dental Claim Is Not Resolved:**
  - a) If after speaking with MetLife you need further assistance contact Model Consulting, Inc., Group Claims Department - (800) 442-1413

### **VISION • VISION BENEFITS OF AMERICA (VBA) • GROUP #2040**

- 1) **Assistance By Phone • 800-432-4966:**
  - a) Verify benefits coverage and ask general questions
  - b) Request a benefit authorization form to see an in-network participating provider
  - c) Resolve outstanding claims and other claim issues
  - d) Obtain a list of in-network participating providers (Internet should be first choice)
  - e) Sun glasses benefit form, members only, is obtained only from above phone number
- 2) **Logon To Website For Most Information • [www.visionbenefits.com](http://www.visionbenefits.com):**
  - a) Find in-network participating provider
  - b) Request a benefit form
  - c) Verify date you or dependent is eligible for exams or materials
  - d) Check prior claims history
  - e) Check vision benefit maximums and levels
  - f) To learn about Lasik and VBA discounts logon to [www.tlcvision.com](http://www.tlcvision.com).
- 3) **Processing Out-Of-Network Claims:**
  - a) Obtain benefit claim form from VBA, attach itemized paid receipt and send to VBA, Attn: Non-Panel Claims, 300 Weyman Plaza, Suite 400, Pittsburgh, PA 15236-1588. VBA will reimburse you the scheduled amount.
- 4) **If Your Vision Claim Is Not Resolved:**
  - a) If after speaking with VBA you need further assistance contact Model Consulting, Inc., Group Claims Department - (800) 442-1413



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### **ADMINISTRATIVE CHANGES • PA TURNPIKE (PTC) • 717-939-9551**

#### **1) Notify PTC HR Department • Vicki Myers, ext. 4212:**

- a) Applies only to those PTC members who are employed or on leave of absence for whatever reason
- b) Name change (marriage or divorce)
- c) Address change
- d) Add or delete dependant (child born or adopted, and other dependant changes)
- e) Student college enrollment certification. *Fund accepts PTC's verification, therefore, separate verification through the Fund is not required.*
- f) Retired or terminated from PTC, see procedures under Fund Manager stated below
- g) All other questions should be referred to MetLife, VBA, Fund Manager's office, or Model Consulting

### **FUND MANAGER • DIVERSE ADMINISTRATORS, INC. • 215-364-9160**

#### **1) Continuation of Benefits (COB):**

- a) Employees and eligible dependants can obtain answers to when coverage starts and when coverage will terminate
- b) Verify COB rules and procedures

#### **2) Retired or Terminated Employees:**

- a) Notify Fund Manager of these changes: name, address, add or delete dependent, student enrollment verification

#### **3) All Fund Members:**

- a) Eligibility questions – when benefits will start, terminate, or be reinstated
- b) Administrative issues, coverage, and any general questions about the Plan

#### **4) Fund Manager Contacts:**

- a) Eugene A. King (Gene) or his staff