MetLife | Dental Insurance

The Specialty Alliance

Virtual Dental Care with Smart Scan available 24/7 with your PPO Plan



What is Teledentistry with Virtual Dental Care?

As part of your MetLife Dental PPO plan, you now have access to a **virtual dental network available 24/7** in the palm of your hand. MetLife has partnered with Virtual Dental Care to provide a nationwide network of virtual dentists who can see you when you are in pain or unable to visit a dentist.

You can connect with a licensed dentist using Dental.com to help address urgent dental situations or to discuss your Smart Scan results. Some examples of dental needs that can be addressed include:

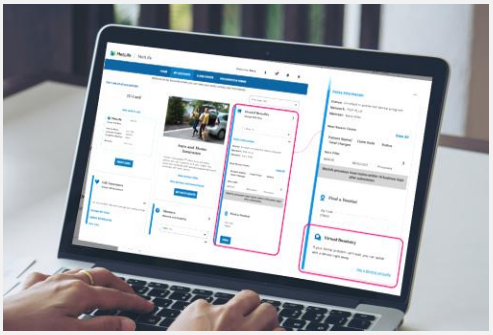
- Visual consult or exam.
- Prescriptions for antibiotics or pain.
- Oral hygiene instruction.
- Evaluation to prioritize care.
- Referrals to in-network providers.

Included as part of your teledentistry benefit, you also have access to **Smart Scan** where you can take pictures of your mouth and teeth using your smart phone to detect visible issues and receive a personalized oral health report right at home.

How to access:

Gather your dental history and jot down any questions or concerns for your provider before your visit.

1. Log in to your **MyBenefits** Account at **online.metlife.com.** On both the Accounts page and the Find a Dentist page, you will find the “Start Virtual Visit” link.
2. Register or log in to your **Virtual Dental Care account.**
3. Begin your call in a quiet, well-lit room.



Information you’ll need to get started:

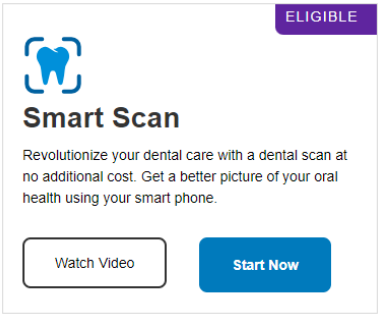
- ✓ Your employee ID or SSN
- ✓ Date of birth
- ✓ Email and password for registration and login

Smart Scan (at no additional cost)

Smart Scan uses artificial intelligence to detect suspected issues with your mouth and teeth through pictures taken on your phone. It can detect visible issues including cavities, gum inflammation, plaque build up and more. You will then have the option to make a virtual appointment with a Dental.com provider or visit an in-network MetLife provider as needed. If a virtual visit takes place, Dental.com will submit a claim to MetLife which will be processed as a standard in-network claim.*

How It Works

1. Log into MyBenefits to then register or sign into dental.com.
2. Once signed into dental.com, choose Smart Scan from the presented options.
3. Guided prompts will walk you through steps to capture images of your teeth.
4. You will be notified when your Smart Scan oral health and wellness report is available.**
5. Choose to print or share your report from your Dental.com patient portal or choose to see a Dental.com virtual dentist.



***For informational purposes only. Findings are not reviewed by a licensed dentist and do not constitute a dental diagnosis.*

Teledentistry Claim information

A teledentistry claim will be processed as a claim for a problem-focused exam similar to when you visit an in-network dentist. After completing your virtual visit, Virtual Dental Care will submit a claim to MetLife. MetLife will process it as a standard in-network claim.*

Note: Virtual care should not be used as a substitute for regular in person visits to your dentist.

**Virtual dentist appointments count as dental exams and are covered as in-office visits. Coverage is subject to your plan and its frequency limitations. Most plans have a limit on the number of routine and problem-focused exams that are covered each year.*

To learn more about teledentistry or your MetLife Dental PPO plan, please visit metlife.com or contact your benefits administrator.

Like most group benefits programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. You may be financially responsible for copayments, deductibles, or any other amounts in excess of those MetLife is required to pay for covered services as described in your dental certificate and/or policy. Ask your MetLife representative for costs and complete details .

Group dental plans featuring the Preferred Dentist Program are provided by Metropolitan Life Insurance Company, New York, NY 10166.

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