

Guide to Service Provider Payment - Facility

We will only pay invoices for approved providers. Charges are not reimbursable if services were provided by an unapproved provider. To initiate payment to your service provider(s), follow these steps:

1. Submit

- Submit invoices for all services received, including invoices for services provided during the waiting period, elimination period, or deductible period, according to your coverage.
 - All invoices must be typed and on the approved provider's letterhead.
 - Your name must be listed on invoice.
 - Dates of service or invoiced month should be listed on the invoice.
 - Room and board and other expenses should be broken out by charge.
- If services were provided by an Assisted Living Facility, please submit:
 - Your agreement with the Assisted Living Facility, if not previously provided.
 - The Assisted Living Facility's fee schedule.
- Please do not submit invoices until after you've received service, even if you've prepaid. We do not accept invoices until after services have been received.
- If payment has been made by Medicare, MetLife accepts UB04 forms as well as Medicare Explanation of Benefits.
- Any hospitalizations should be communicated to us as soon as possible and should be noted on the invoice.

2. Return

Submit all forms and documents to:

MetLife Long-Term Care Claims

P.O. Box 14407

Lexington, KY 40512-4633

Fax: 1-866-722-1180

Email: longtermcareclaims@metlife.com

What will happen after we receive your invoice

Payment is generally processed within ten business days after we receive complete invoices as described above.