

MetLife Teledentistry Benefit

Protecting your smile during COVID-19



The recent COVID-19 pandemic is changing how patients receive certain types of dental care. As part of MetLife's teledentistry benefit, you can still 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.



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



Submitting a teledentistry 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.



To learn more about keeping your teeth healthy during the COVID-19 pandemic, visit our online [Oral Health Library](#).

MetLife dental plans provide coverage for dental services delivered through teledentistry. The coverage is handled the same as if the patient was receiving the dental services in a dental office. Dental services that can be delivered through teledentistry typically include problem-focused exams and reevaluations. The coverage is subject to the plan terms and conditions. Dentists can verify benefit coverage using MetLife's web portal, www.MetDental.com as well as MetLife's interactive voice response [IVR] capabilities. To the extent a state has enacted mandates regarding teledentistry due to the COVID-19 pandemic, MetLife will fully comply.

Like most group benefit programs, benefit programs offered by Metropolitan Life Insurance Company (MetLife) and its affiliates contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. Please contact MetLife or your plan administrator for complete details.

