Dental Benefits
Savings, flexibility and service for healthier smiles.

A healthy smile could mean better health — that’s why I need a good dental plan.
Regular visits to the dentist may do more than just brighten your smile — they can be important to your overall health. Today, the Academy of General Dentistry tells us that more than 90% of all diseases produce oral signs and symptoms. Dentists can play an important role in screening for conditions such as cancer, diabetes, leukemia, heart disease and kidney disease.¹

MetLife’s dental benefits plan can help you get the protection you need while making it easier and more affordable to see your dentist regularly. You’ll enjoy:

• Freedom of choice to go to any dentist.
• Service where and when you want it.
• Educational tools and resources to help you and your dentist make better choices.

Now that’s something to smile about. Make the most of your dental benefits — Enroll today!

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Dear City of Virginia Beach and Virginia Beach City Public School Employee, Retiree, PHSA (COBRA) Participant:

Each year, studies show links between oral health and overall health. That’s why staying on top of your dental care is so important. Routine exams and cleanings can save you the pain and expense of future health problems. And, having the right dental insurance can help keep these visits affordable and minimize costs for you and your family.

As a City of Virginia Beach and Virginia Beach City Public School Participant, you get the Preferred Dentist Program, a dental benefits plan from MetLife. With this coverage, you’ll enjoy:

- **Freedom of choice** to go to any dentist.
- **Additional savings*** when you visit a participating dentist.
- **Service** where and when you want it.
- **Educational tools and resources** to help you and your dentist make more informed choices.

**It’s easy to get these valuable dental benefits.**
- Review the Overview of Benefits included in this booklet.
- Complete the enrollment form.
- Enjoy the convenience of payroll deductions.

For more information, visit www.metlife.com/mybenefits or call 1-800-942-0854.

Sincerely,

MetLife

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*Savings from enrolling in a dental benefits plan will depend on various factors, including how often participants visit the dentist and the cost of services covered. Negotiated fees for non-covered services may not apply in all states.

Like most group benefits programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.
The Preferred Dentist Program was designed to help you get the dental care you need and help lower your costs. You get benefits for a wide range of covered services — both in and out of the network.

The goal is to deliver affordable protection for a healthier smile and a healthier you. You also get great service and educational support to help you stay on top of your care.

**Freedom of choice to go to any dentist.**

You have the flexibility to visit any dentist — your dentist — and receive coverage under the plan. Just remember that non-participating dentists haven’t agreed to charge negotiated fees. That means you usually save more dental dollars when you go to a participating dentist.

If you prefer to stay in the network, there are thousands of general dentists and specialists to choose from nationwide — so you are sure to find one who meets your needs. Plus, all participating dentists go through a rigorous selection and review process.\(^1\) This way you don’t need to worry about quality. You also don’t need any referrals.

To check out the general dentists and specialists in the **PDP Plus network**, visit [www.metlife.com/dental](http://www.metlife.com/dental).

**Additional savings when you visit participating dentists.**

Your out-of-pocket costs are usually lower when you visit network dentists. That’s because they have agreed to accept negotiated fees that are typically 15 to 45% less than average dental charges in the same community. This may help lower your final costs and stretch your plan maximum. Negotiated fees may even extend to non-covered services and services provided after you’ve reached the plan maximum.\(^2\)

**Service where and when you want it.**

MyBenefits, your secure self-service website, is available 24/7.\(^3\) You can use the site to get estimates on care or check coverage and claim status. Plus, if you are on the go and need to find an in-network provider, view a claim or see your ID card, there’s an app for that.\(^4\) Search “MetLife” at the iTunes App Store or Google Play to download the app.\(^5\)

**Educational tools and resources.**

The right dental care is an essential part of good overall health. That’s why you and your dentist get resources to help make informed decisions about your oral health. You’ll find a range of topics on our online dental education website, [www.oralfitnesslibrary.com](http://www.oralfitnesslibrary.com). Read up on the link between dental and overall health, kids’ dental health and more. You can also put your oral health to the test by taking an online risk assessment.

**IMPORTANT INFORMATION**

- **Your Network: PDP Plus**
- **Customer Service Number:** 1-800-942-0854
- **Claims Address:** MetLife Dental Claims, P.O. Box 981282, El Paso, TX 79998-1282
- **International Dental Travel Assistance Number:** 1-312-356-5970 (collect)
The information below explains certain terms to make it easier for you to understand and use your benefits.

1. **Coverage Types.** Dental procedures are grouped into the following categories: Preventive (Type A), Basic Restorative (Type B), Major Restorative (Type C), and Orthodontia (Type D). Your group’s plan determines how each procedure is categorized (Type A, B, C, D). Generally, benefits for Type A procedures pay at the highest benefits level because they prevent and diagnose dental disease.

2. **Co-insurance.** The co-insurance percentage helps determine what your out-of-pocket costs will be for each coverage type. Each Type – A, B, C, and D – has a pre-set percentage that represents what your plan will reimburse for the services in each category. Your total out-of-pocket responsibility is subject to any deductibles, benefit maximums, plan provisions, if you receive out-of-network services, and your plan’s basis for reimbursement. Please see your Dental Plan Benefits Summary for more information.

3. **Deductible.** This is the amount you must pay out-of-pocket before benefit payments will be made by the plan. For most plans, the deductible amounts for in-network services are less than the amount for out-of-network services. Many plans do not require that a deductible be met for Type A services.

4. **Annual Maximum Benefit.** This is the total amount the plan will pay in the plan year. Once this amount is reached, no further benefits will be paid. However, you may still be eligible to receive services at the negotiated fee rates when visiting a participating dentist.

5. **Orthodontia Lifetime Maximum.** Not all plans cover Orthodontia Treatment. If your plan covers Orthodontia there is a Lifetime Maximum that is applicable only to Orthodontia. This does not affect your Annual Maximum Benefit for Types A, B, and C coverages. The Lifetime Maximum is the total amount the plan will pay for orthodontic services for each covered person (subject to any plan age limitations). Once this amount is reached, no further benefits will be paid. However, you may still be eligible to receive services at the negotiated fee amounts when visiting a participating dentist.
Putting it all together – maximizing the value of your dental benefits.

- Make the most of your benefits — visit a participating dentist to reduce your out-of-pocket costs.
- Keep a healthy dental regimen by getting routine exams and cleanings – the cost of preventive services (Type A) is usually less than the cost for fillings, root canals, extractions, etc. – and can help to prevent the need for these higher-cost treatments.
- It is recommended that you request a pre-treatment estimate for services that cost more than $300. The estimate will give you an idea of what your out-of-pocket costs will be. To receive a benefit estimate, have your dentist submit a request online at www.metdental.com or by calling 1-877-MET-DDS9 (phone number and website for dental professionals only).
- Visit the dental education website at www.oralfitnesslibrary.com for important tools and resources to help you become more informed about dental care.

Remember, dental coverage can be an important part of protecting your health and finances. By using the educational tools and benefits made available to you through this plan, you’ll be better prepared to protect your oral health and your budget.

1. Certain providers may participate with MetLife through an agreement that MetLife has with a vendor. Providers available through a vendor are subject to the vendor’s credentialing process and requirements, not MetLife’s. If you should have any questions, contact MetLife Customer Service.

2. Negotiated fees on non-covered services may not apply in all states.

3. With the exception of scheduled or unscheduled systems maintenance or interruptions, the MyBenefits website is typically available 24 hours a day, 7 days a week.

4. The features of the MetLife Dental Mobile App are not available for all MetLife Dental Plans.

5. Before using the MetLife Dental Mobile App, you must register at www.metlife.com/mybenefits from a computer. Registration cannot be done from your mobile device.

Like most group benefits programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.
Gold Plan - Benefit Summary

Coverage with freedom of choice and savings!

Network: PDP Plus

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>In-Network:</th>
<th>Out-of-Network:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type A</strong> – prophylaxis/ cleanings, oral exams, topical fluoride applications, space maintainers, x-rays (bitewings), brush biopsies</td>
<td>100% of Negotiated Fee&lt;sup&gt;1&lt;/sup&gt;</td>
<td>90% of R &amp; C Fee&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>Type B</strong> – fillings, simple extractions, repair of crown, denture and bridge, oral surgery, pulp caps/ pulpotomy, periodontics (non-surgical), sealants, x-rays (full-mouth)</td>
<td>80% of Negotiated Fee&lt;sup&gt;1&lt;/sup&gt;</td>
<td>40% of R &amp; C Fee&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>Type C</strong> – bridges, dentures, endodontics (other than pulp caps/ pulpotomy), crowns, inlays/onlays, implants, periodontics (surgical)</td>
<td>50% of Negotiated Fee&lt;sup&gt;1&lt;/sup&gt;</td>
<td>40% of R &amp; C Fee&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>Type D</strong> – orthodontic diagnostics, orthodontic treatment</td>
<td>50% of Negotiated Fee&lt;sup&gt;1&lt;/sup&gt;</td>
<td>40% of R &amp; C Fee&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

**Deductible<sup>3</sup>:**

<table>
<thead>
<tr>
<th></th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>$50.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>Family</td>
<td>$150.00</td>
<td>$150.00</td>
</tr>
</tbody>
</table>

**Annual Maximum Benefit:**

<table>
<thead>
<tr>
<th></th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Person</td>
<td>$1,300</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

**Orthodontia Lifetime Maximum:**

<table>
<thead>
<tr>
<th></th>
<th>In-Network</th>
<th>Out-of-Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Person</td>
<td>$1,000</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

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<sup>1</sup> Negotiated Fee refers to the fees that participating dentists have agreed to accept as payment in full, subject to any co-payments, deductibles, cost sharing and benefits maximums. Negotiated fees are subject to change.

<sup>2</sup> R&C Fee refers to the Reasonable and Customary (R&C) charge, which is based on the lowest of (1) the dentist’s actual charge, (2) the dentist’s usual charge for the same or similar services, or (3) the charge of most dentists in the same geographic area for the same or similar services as determined by MetLife.

<sup>3</sup> Applies only to Type B & C Services.

<sup>4</sup> Plan limitations apply.

The service category shown above represents an overview of your Plan of Benefits but is not a complete description of the Plan. A summary plan description will be made available following your plan’s effective date, and will govern if any discrepancies exist between this overview and the summary plan.
# Gold Plan

**List of Primary Covered Services & Limitations**

<table>
<thead>
<tr>
<th>Type A - Preventive</th>
<th>How Many/How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prophylaxis (cleanings)</td>
<td>Two per calendar year.</td>
</tr>
<tr>
<td>Oral Examinations</td>
<td>Two exams per calendar year.</td>
</tr>
<tr>
<td>Topical Fluoride Applications</td>
<td>One fluoride treatment per calendar year for dependent children up to age 19.</td>
</tr>
<tr>
<td>X-rays</td>
<td>Bitewing X-rays: one per quadrant per year.</td>
</tr>
<tr>
<td>Space Maintainers</td>
<td>Space Maintainers for dependent children up to age 14.</td>
</tr>
<tr>
<td>Brush Biopsies</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type B - Basic Restorative</th>
<th>How Many/How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fillings</td>
<td>Unlimited, but subject to the Annual Max.</td>
</tr>
<tr>
<td>Simple Extractions</td>
<td>Unlimited, but subject to the Annual Max.</td>
</tr>
<tr>
<td>Repair/Recementations - Crown, Denture, and Bridge</td>
<td>Unlimited, but subject to the Annual Max.</td>
</tr>
<tr>
<td>Periodontics</td>
<td>Periodontal scaling and root planing once per quadrant, every 24 months.</td>
</tr>
<tr>
<td></td>
<td>Total number of periodontal maintenance treatments is limited to 2 times in addition to the number of teeth cleanings received during such 12 month period.</td>
</tr>
<tr>
<td>Full Mouth X-rays</td>
<td>Full Mouth X-Rays limited to one per 60 months.</td>
</tr>
<tr>
<td>Sealants</td>
<td>One application per lifetime for dependent children up to age 19.</td>
</tr>
<tr>
<td>Pulp Caps/Pulpotomy</td>
<td>Unlimited, but subject to the Annual Max.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type C - Major Restorative</th>
<th>How Many/How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implants</td>
<td>Limited to once per tooth per 10 years.</td>
</tr>
<tr>
<td>Bridges and Dentures</td>
<td>Initial placement to replace one or more natural teeth.</td>
</tr>
<tr>
<td></td>
<td>Dentures limited once per tooth per 10 years for persons 13 years of age or older.</td>
</tr>
<tr>
<td></td>
<td>Bridges limited once per tooth per 10 years for persons 16 years of age or older.</td>
</tr>
<tr>
<td>Crowns/Inlays/Onlays</td>
<td>Limited to once per tooth per 10 years for persons 13 years of age or older.</td>
</tr>
<tr>
<td>Oral Surgery</td>
<td>Unlimited, but subject to the Annual Max.</td>
</tr>
<tr>
<td>Endodontics</td>
<td>Root Canal treatment limited to once per tooth per 24 months.</td>
</tr>
<tr>
<td>General Anesthesia</td>
<td>When dentally necessary in connection with oral surgery, extractions or other covered dental services</td>
</tr>
<tr>
<td>Periodontics</td>
<td>Periodontal surgery once per quadrant, every 36 months.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type D - Orthodontia</th>
<th>How Many/How Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orthodontics (Adult and Dependent Children)</td>
<td>You, Your Spouse, and Your children up to age 26, are covered while Dental Insurance is in effect.</td>
</tr>
<tr>
<td></td>
<td>All dental procedures performed in connection with orthodontic treatment are payable as Orthodontia.</td>
</tr>
<tr>
<td></td>
<td>Payments are on a repetitive basis.</td>
</tr>
<tr>
<td></td>
<td>Orthodontic benefits end at cancellation of coverage.</td>
</tr>
</tbody>
</table>

The service categories and plan limitations shown above represent an overview of your Plan Benefits. This document presents the majority of services within each category, but is not a complete description of the Plan.
**In Network Savings* Example**

This hypothetical example** shows how receiving services from a participating dentist can help save you money.

*Your Dentist says you need a Crown, a Type C service —*

- Dentist’s Usual Fee: $1,311.00
- Negotiated Fee: $740.00
- R&C Fee: $1,147.00

<table>
<thead>
<tr>
<th><strong>IN-NETWORK</strong> When you receive care from a participating dentist</th>
<th><strong>OUT-OF-NETWORK</strong> When you receive care from a non-participating dentist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dentist’s Usual Fee is:</td>
<td>$1,311.00</td>
</tr>
<tr>
<td>The Negotiated Fee is:</td>
<td>$740.00</td>
</tr>
<tr>
<td><strong>Your Plan Pays:</strong></td>
<td></td>
</tr>
<tr>
<td>50% X $740 Negotiated Fee:</td>
<td>- $370.00</td>
</tr>
<tr>
<td>Your Out-of-Pocket Cost:</td>
<td>$370.00</td>
</tr>
</tbody>
</table>

In this example, you save $483.00 ($853.00 minus $370.00)… by using a participating dentist.

*Savings from enrolling in the MetLife Preferred Dentist Program will depend on various factors, including how often participants visit the dentist and the cost for services rendered.

**Please note: This is a hypothetical example that reviews a porcelain/ceramic crown (D2740) in the Virginia Beach City area, Zip 234xx. It assumes that the annual deductible has been met.

***Reasonable and Customary (R&C) charge is based on the lowest of (1) the dentist’s actual charge, or (2) the charge of most dentists in the same geographic area for the same or similar services as determined by MetLife. The example shown reflects an 80th percentile R&C fee. The R&C percentile used to calculate out-of-network benefits for your plan may differ.

Please note: These examples assume that your annual deductible has been met.
For the savings you need, the flexibility you want and service you can trust.

Silver Plan - Benefit Summary

Coverage with freedom of choice and savings!

Network: PDP Plus

<table>
<thead>
<tr>
<th>Coverage Type</th>
<th>In-Network:</th>
<th>Out-of-Network:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type A</strong> — prophyaxis/cleanings, oral exams, topical fluoride applications, space maintainers, x-rays (bitewings), brush biopsies</td>
<td>100% of Negotiated Fee(^1)</td>
<td>90% of R &amp; C Fee(^2)</td>
</tr>
<tr>
<td><strong>Type B</strong> — fillings, simple extractions, repair of crown, denture and bridge, oral surgery, pulp caps/pulpotomy, periodontics (non-surgical), sealants, x-rays (full-Mouth)</td>
<td>60% of Negotiated Fee(^1)</td>
<td>40% of R &amp; C Fee(^2)</td>
</tr>
<tr>
<td><strong>Type C</strong> — bridges, dentures, endodontics (other than pulp caps/pulpotomy), crowns, inlays/onlays, implants, periodontics (surgical)</td>
<td>30% of Negotiated Fee(^1)</td>
<td>25% of R &amp; C Fee(^2)</td>
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<td>Individual</td>
<td>$75.00</td>
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<td>Per Person</td>
<td>$1,000</td>
<td>$500.00</td>
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Silver Plan  
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<tr>
<td>Repair/Recementations - Crown, Denture, and Bridge</td>
<td>Unlimited, but subject to the Annual Max.</td>
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<td>Periodontal scaling and root planning once per quadrant, every 24 months.</td>
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<tr>
<td>Implants</td>
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<td>Bridges and Dentures</td>
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<td></td>
<td>Bridges limited once per tooth per 10 years for persons 16 years of age or older.</td>
</tr>
<tr>
<td>Crowns/Inlays/Onlays</td>
<td>Limited to once per tooth per 10 years for persons 13 years of age or older.</td>
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<tr>
<td>Oral Surgery</td>
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<tr>
<td>Endodontics</td>
<td>Root Canal treatment limited to once per tooth per 24 months.</td>
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<td>General Anesthesia</td>
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<td>Periodontics</td>
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The service categories and plan limitations shown above represent an overview of your Plan Benefits. This document presents the majority of services within each category, but is not a complete description of the Plan.
Exclusions
The Gold & Silver plan does not cover the following services, treatments and supplies:

- Services which are not Dentally Necessary, those which do not meet generally accepted standards of care for treating the particular dental condition, or which we deem experimental in nature;
- Services for which you would not be required to pay in the absence of Dental Insurance;
- Services or supplies received by you or your Dependent before the Dental Insurance starts for that person;
- Services which are primarily cosmetic (for Texas residents, see notice page section in Certificate);
- Services which are neither performed nor prescribed by a Dentist except for those services of a licensed dental hygienist which are supervised and billed by a Dentist and which are for:
  - Scaling and polishing of teeth;
  - Fluoride treatments;
- Services or appliances which restore or alter occlusion or vertical dimension;
- Restoration of tooth structure damaged by attrition, abrasion or erosion;
- Restorations or appliances used for the purpose of periodontal splinting;
- Counseling or instruction about oral hygiene, plaque control, nutrition and tobacco;
- Personal supplies or devices including, but not limited to: water picks, toothbrushes, or dental floss;
- Decoration or inscription of any tooth, device, appliance, crown or other dental work;
- Missed appointments;
- Services covered under any workers' compensation, occupational disease or employer liability law for which the employee or dependent received benefits under that law;
- Services:
  - For which the employer of the person receiving such services is not required to pay; or
  - Received at a facility maintained by the Employer, labor union, mutual benefit association, or VA hospital;
- Services covered under other coverage provided by the Employer;
- Biopsies of hard or soft oral tissue;
- Temporary or provisional restorations;
- Temporary or provisional appliances;
- Prescription drugs;
- Services for which the submitted documentation indicates a poor prognosis;
- The following when charged by the Dentist on a separate basis:
  - Claim form completion;
  - Infection control such as gloves, masks, and sterilization of supplies;
  - Local anesthesia, non-intravenous conscious sedation or analgesia such as nitrous oxide.
- Dental services arising out of accidental injury to the teeth and supporting structures, except for injuries to the teeth due to chewing or biting of food;
- Caries susceptibility tests;
- Labial veneers
- Apexification/recalcification
- Modification of removable prosthodontics and other removable prosthetic services;
- Injections for therapeutic agents;
- Application of desensitizing agents;
- Occlusal adjustments;
- Fixed and removable appliances for correction of harmful habits;
- Appliances or treatment for bruxism (grinding teeth), including but not limited to occlusal guards and night guards;
- Precision attachments associated with fixed and removable prostheses, except when the precision attachment is related to implant prosthetics.
- Adjustment to a Denture made within 6 months after installation by the same Dentist who installed it; replacement of a lost or stolen appliance, Cast Restoration or Denture;
- Diagnosis and treatment of temporomandibular joint disorders;
- Duplicate prosthetic devices or appliances;
- Replacement of a lost or stolen appliance, Cast Restoration or Denture;
- Repair or replacement of an orthodontic device;
- Intra and extraoral photographic images.
- **Silver Plan Only**: Orthodontic services or appliances;
Common Questions… Important Answers

Who is a participating dentist? A participating dentist is a general dentist or specialist who has agreed to accept negotiated fees as payment in full for services provided to plan members. Negotiated fees typically range from 15-45% below the average fees charged in a dentist’s community for the same or substantially similar services.*

* Based on internal analysis by MetLife. Savings from enrolling in a dental benefits plan will depend on various factors, including how often members visit participating dentists and the cost for services rendered. Negotiated fees are subject to change. Negotiated fees for non-covered services may not apply in all states.

How do I find a participating dentist? There are thousands of general dentists and specialists to choose from nationwide — so you are sure to find one who meets your needs. You can receive a list of these participating dentists online www.metlife.com/mybenefits or call 1-800-942-0854 to have a list faxed or mailed to you.

What services are covered by my plan? All services defined under your group dental benefits plan are covered. Please review the enclosed plan benefits to learn more.

Does the Preferred Dentist Program offer any discounts on non-covered services? Negotiated fees may extend to services not covered under your plan and services received after your plan maximum has been met, where permitted by applicable state law. If permitted, you may only be responsible for the negotiated fee.

* Negotiated fees are subject to change. Negotiated fees for non-covered services may not apply in all states.

May I choose a non-participating dentist? Yes. You are always free to select the dentist of your choice. However, if you choose a non-participating dentist, your out-of-pocket costs may be higher. He or she hasn’t agreed to accept negotiated fees. So you may be responsible for any difference in cost between the dentist’s fee and your plan’s benefit payment.

Can my dentist apply for participation in the network? Yes. If your current dentist does not participate in the network and you would like to encourage him or her to apply, ask your dentist to visit www.metdental.com, or call 1-866-PDP-NTWK for an application.* The website and phone number are for use by dental professionals only.

* Due to contractual requirements, MetLife is prevented from soliciting certain providers.

How are claims processed? Dentists may submit your claims for you which means you have little or no paperwork. You can track your claims online and even receive e-mail alerts when a claim has been processed. If you need a claim form, visit www.metlife.com/mybenefits or request one by calling 1-800-942-0854.

Can I find out what my out-of-pocket expenses will be before receiving a service? Yes. You can ask for a pretreatment estimate. Your general dentist or specialist usually sends MetLife a plan for your care and requests an estimate of benefits. The estimate helps you prepare for the cost of dental services. We recommend that you request a pre-treatment estimate for services in excess of $300. Simply have your dentist submit a request online at www.metdental.com or call 1-877-MET-DDS9. You and your dentist will receive a benefit estimate for most procedures while you are still in the office. Actual payments may vary depending upon plan maximums, deductibles, frequency limits and other conditions at time of payment.

Can MetLife help me find a dentist outside of the U.S. if I am traveling? Yes. Through international dental travel assistance services* you can obtain a referral to a local dentist by calling +1-312-356-5970 (collect) when outside the U.S. to receive immediate care until you can see your dentist. Coverage will be considered under your out-of-network benefits.** Please remember to hold on to all receipts to submit a dental claim.

* International Dental Travel Assistance services are administered by AXA Assistance USA, Inc. AXA Assistance is not affiliated with MetLife and any of its affiliates, and the services they provide are separate and apart from the benefits provided by MetLife.

** Refer to your dental benefits plan summary for your out-of-network dental coverage.
Alternate Benefits: Where two or more professionally acceptable dental treatments for a dental condition exist, reimbursement is based on the least costly treatment alternative. If you and your dentist have agreed on a treatment that is more costly than the treatment upon which the plan benefit is based, you will be responsible for any additional payment responsibility. To avoid any misunderstandings, we suggest you discuss treatment options with your dentist before services are rendered, and obtain a pre-treatment estimate of benefits prior to receiving certain high cost services such as crowns, bridges or dentures. You and your dentist will each receive an Explanation of Benefits (EOB) outlining the services provided, your plan's reimbursement for those services, and your out-of-pocket expense. Procedure charge schedules are subject to change each plan year. You can obtain an updated procedure charge schedule for your area via fax by calling 1-800-942-0854 and using the MetLife Dental Automated Information Service. Actual payments may vary from the pretreatment estimate depending upon annual maximums, plan frequency limits, deductibles and other limits applicable at time of payment.

Cancellation/Termination of Benefits: Coverage is provided under a group insurance policy form GPNP99 issued by MetLife. Coverage terminates when your membership ceases, when your dental contributions cease or upon termination of the group policy by the Policyholder or MetLife. The group policy terminates for non-payment of premium and may terminate if participation requirements are not met or if the Policyholder fails to perform any obligations under the policy. The following services that are in progress while coverage is in effect will be paid after the coverage ends, if the applicable installment or the treatment is finished within 31 days after individual termination of coverage: Completion of a prosthetic device, crown or root canal therapy.

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.
We’re Here to Help

With MetLife, you and your family get much more than dental coverage. You get support and educational tools to help you achieve your oral health goals. Now that’s something to smile about.

We’re at your service.

With MyBenefits, managing your dental plan couldn’t be easier. The secure member website lets you take charge. You can:

- Review your dental policy information.
- View a list of your covered dependents and their coverage descriptions.
- Find a participating dentist.
- Check the status of your claims.
- Visit the oral health library to view educational articles and tools.

As a first time user, simply go to www.metlife.com/mybenefits and follow the easy registration instructions.

Find a network dentist.

With thousands of general dentists and specialists to choose from nationwide, you are sure to find one who meets your needs. Just log in to www.metlife.com/mybenefits and follow these steps:

- Click on “Find a Dentist”
- Enter your city, state or ZIP code.

If your current dentist does not participate in the network, you can encourage him or her to apply. Ask your dentist to visit www.metdental.com or call 1-877-MET-DDS9 for an application.

Tips for easy dental claim filing.

Filing a dental claim is simple — just follow these tips:

- Bring a claim form with you to your appointment.
- You can get additional claim forms three easy ways:
  - Call the automated voice response at 1-800-942-0854 to have a form sent to you.
  - Contact your Human Resources Representative.

Also, speak with your dentist about reimbursement arrangements before your appointment. Although most dentists will accept the claim reimbursement directly from MetLife, some may prefer to receive payment in-full before you leave your appointment. Since each dentist sets his or her own policy, you should discuss these arrangements before you receive any services.
International Dental Travel Assistance

This dental benefits plan includes international dental travel services which offer you and your covered dependents referrals for immediate dental care while traveling internationally. These services are available 24/7 and give you access to international dental providers in more than 200 countries. With just one phone call, you will reach a multilingual assistance coordinator who will help you get the care you need. Coverage will be considered under your out-of-network benefits. Be sure to hold on to all receipts to submit a dental claim. Claim forms are available online at www.metlife.com/dental.

Help on the Go!

If you’re on the go and need to find an in-network provider, view a claim or see your ID card, there’s an app for that.

With the MetLife Dental Mobile App, you can:

✓ Find a dentist.
✓ View your claims.
✓ View your ID card.

It’s easy. Search “MetLife” at the iTunes App Store or Google Play to download the app. Then use your MyBenefits log in information to access these features.

It’s available 24 hours a day, seven days a week.

1. Due to contractual requirements, MetLife is prevented from soliciting certain providers.
2. Travel assistance services are administered by AXA Assistance USA, Inc. AXA Assistance is not affiliated with MetLife, and the services they provide are separate and apart from the benefits provided by MetLife. Referral services are not available in all locations.
3. Refer to your dental benefits plan summary for your out-of-network dental coverage.
4. The features of the MetLife Dental Mobile App are not available for all MetLife Dental Plans.
5. Before using the MetLife Dental Mobile App, you must register at www.metlife.com/mybenefits from a computer. Registration cannot be done from your mobile device.

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods, and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.
Our Privacy Notice

We know that you buy our products and services because you trust us. This notice explains how we protect your privacy and treat your personal information. It applies to current and former customers. “Personal information” as used here means anything we know about you personally.

Plan Sponsors and Group Insurance Contract Holders

This privacy notice is for individuals who apply for or obtain our products and services under an employee benefit plan, or group insurance or annuity contract. In this notice, "you" refers to these individuals.

Protecting Your Information

We take important steps to protect your personal information. We treat it as confidential. We tell our employees to take care in handling it. We limit access to those who need it to perform their jobs. Our outside service providers must also protect it, and use it only to meet our business needs. We also take steps to protect our systems from unauthorized access. We comply with all laws that apply to us.

Collecting Your Information

We typically collect your name, address, age, and other relevant information. We may also collect information about any business you have with us, our affiliates, or other companies. Our affiliates include life, car, and home insurers. They also include a bank, a legal plans company, and securities broker-dealers. In the future, we may also have affiliates in other businesses.

How We Get Your Information

We get your personal information mostly from you. We may also use outside sources to help ensure our records are correct and complete. These sources may include consumer reporting agencies, employers, other financial institutions, adult relatives, and others. These sources may give us reports or share what they know with others. We don’t control the accuracy of information outside sources give us. If you want to make any changes to information we receive from others about you, you must contact those sources.

We may ask for medical information. The Authorization that you sign when you request insurance permits these sources to tell us about you. We may also, at our expense:

- Ask for a medical exam
- Ask for blood and urine tests
- Ask health care providers to give us health data, including information about alcohol or drug abuse

We may also ask a consumer reporting agency for a “consumer report” about you (or anyone else to be insured). Consumer reports may tell us about a lot of things, including information about:

- Reputation
- Work and work history
- Driving record
- Hobbies and dangerous activities
- Finances

The information may be kept by the consumer reporting agency and later given to others as permitted by law. The agency will give you a copy of the report it provides to us, if you ask the agency and can provide adequate identification. If you write to us and we have asked for a consumer report about you, we will tell you so and give you the name, address and phone number of the consumer reporting agency.

Another source of information is MIB Group, Inc. (“MIB”). It is a non-profit association of life insurance companies. We and our reinsurers may give MIB health or other information about you. If you apply for life or health coverage from another member of MIB, or claim benefits from another member company, MIB will give that company any information that it has about you. If you contact MIB, it will tell you what it knows about you. You have the right to ask MIB to correct its information about you. You may do so by writing to MIB, Inc., 50 Braintree Hill, Suite 400, Braintree, MA 02184-8734, by calling MIB at (866) 692-6901 (TTY (866) 346-3642 for the hearing impaired), or by contacting MIB at www.mib.com.

Using Your Information

We collect your personal information to help us decide if you’re eligible for our products or services. We may also need it to verify identities to help deter fraud, money laundering, or other crimes. How we use this information depends on
what products and services you have or want from us. It also depends on what laws apply to those products and services. For example, we may also use your information to:

- administer your products and services
- perform business research
- market new products to you
- comply with applicable laws
- process claims and other transactions
- confirm or correct your information
- help us run our business

**Sharing Your Information With Others**

We may share your personal information with others with your consent, by agreement, or as permitted or required by law. For example, we may share your information with businesses hired to carry out services for us. We may also share it with our affiliated or unaffiliated business partners through joint marketing agreements. In those situations, we share your information to jointly offer you products and services or have others offer you products and services we endorse or sponsor. Before sharing your information with any affiliate or joint marketing partner for their own marketing purposes, however, we will first notify you and give you an opportunity to opt out.

Other reasons we may share your information include:

- doing what a court, law enforcement, or government agency requires us to do (for example, complying with search warrants or subpoenas)
- telling another company what we know about you if we are selling or merging any part of our business
- giving information to a governmental agency so it can decide if you are eligible for public benefits
- giving your information to someone with a legal interest in your assets (for example, a creditor with a lien on your account)
- giving your information to your health care provider
- having a peer review organization evaluate your information, if you have health coverage with us
- those listed in our “Using Your Information” section above

**HIPAA**

We will not share your health information with any other company – even one of our affiliates – for their own marketing purposes. If you have dental, long-term care, or medical insurance from us, the Health Insurance Portability and Accountability Act (“HIPAA”) may further limit how we may use and share your information.

**Accessing and Correcting Your Information**

You may ask us for a copy of the personal information we have about you. Generally, we will provide it as long as it is reasonably retrievable and within our control. You must make your request in writing listing the account or policy numbers with the information you want to access. For legal reasons, we may not show you anything we learned as part of a claim or lawsuit, unless required by law.

If you tell us that what we know about you is incorrect, we will review it. If we agree, we will update our records. Otherwise, you may dispute our findings in writing, and we will include your statement whenever we give your disputed information to anyone outside MetLife.

**Questions**

We want you to understand how we protect your privacy. If you have any questions about this notice, please contact us. When you write, include your name, address, and policy or account number.

Send privacy questions to:

MetLife Privacy Office, P. O. Box 489, Warwick, RI 02887-9954
privacy@metlife.com

We may revise this privacy notice. If we make any material changes, we will notify you as required by law. We provide this privacy notice to you on behalf of these MetLife companies:

Metropolitan Life Insurance Company
General American Life Insurance Company
SafeHealth Life Insurance Company

MetLife Insurance Company of Connecticut
SafeGuard Health Plans, Inc.
No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card, or 1-800-942-0854. For more help call the CA Dept. of Insurance at 1-800-927-4357.

To receive a copy of the attached MetLife document translated into Spanish or Chinese, please mark the box by the language requested below, and mail the document with this form to:

Metropolitan Life Insurance Company
PO Box 14587
Lexington, KY 40512

Please indicate to whom and where the translated document is to be sent.


Para recibir una copia del documento adjunto de MetLife traducido al español, marque la casilla correspondiente a esta oración, y envíe por correo el documento junto con este formulario a:

Metropolitan Life Insurance Company
PO Box 14587
Lexington, KY 40512

Por favor, indique a quién y a dónde debe enviarse el documento traducido.

NOMBRE________________________

DIRECCIÓN________________________

☐ 免費語言服務。您可獲得免費口譯服務。您可要求翻譯員向你口譯文件,或可要求向你發回文件的中文譯本。如需協助,請致電您的
ID卡上所示號碼（如有）,或1-800-942-0854,或如需更多協助,請致電加州保險部熱線1-800-927-4357。

為收取附MetLife文件的中文譯本,請勾選此處述前的方塊,並將文件連同此表一併郵寄至:

Metropolitan Life Insurance Company
PO Box 14587
Lexington, KY 40512

請指明翻譯文件收件人的姓名及地址。

姓名________________________

地址________________________

DIARIO DE LÍNGUAS SEM CUSTO. Pode obter o auxílio de um intérprete. Você pode receber documentos lidos e alguns enviados em português. Para obter ajuda, entre em contato com a linha do Departamento de Seguros de Califórnia ao 1-800-927-4357.

Para receber uma cópia do documento adjunto da MetLife traduzido para o português, assinale esta caixa e envie o documento com este formulário para:

Metropolitan Life Insurance Company
PO Box 14587
Lexington, KY 40512

Por favor, indique a quem e para onde deve ser enviada a cópia traduzida do documento.

NOME________________________

ENDEREÇO________________________

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Creating your personal safety net

Your dental benefits are an important part of creating a personal safety net to protect you and your family. That’s why MetLife is committed to helping you meet your benefits needs. With more than 52 years of dental benefits experience, we understand what matters most to you. You can count on our knowledgeable service team to help ensure things go right when you need them to the most. You also get the tools and resources you need to make better choices about your oral health and dental benefits.
Like most group benefit programs, benefit programs offered by 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.