



Requesting duplicate MetLife Dental ID cards

- Call the MetLife Dental Customer Service Center at 1 (800) 942-0854
- Enter "1" for employee
- Enter your social security number followed by the pound (#) sign
- You will hear automated confirmation of your coverage status
- From the main menu, select Option 4 (General Inquiries including ID Cards and Claim Filing)
- **Select Option 3** to speak with a MetLife service consultant (please do not select Option 1 - ID Card Inquiries - this is automated information regarding ID card usage and you will NOT be given the option to order ID cards) **you MUST speak with a live consultant to order ID cards** - if you are told that ID cards are not required for service, or that they cannot order an ID card for you, please advise them that you reside in GA and that ID cards are mandatory.
- Provide the live consultant with your social security number and they will look up your group information and process your request
- ID cards will be mailed to your address on file and will arrive within 14-20 business days.