



Revised: September 2023

### MetLife Overview

MetLife, Inc. is the holding corporation for the Metropolitan Life Insurance Company (MLIC), better known as MetLife and its affiliates. MetLife is among the largest global providers of insurance, annuities, and employee benefit programs, with 90 million customers in over 60 countries. The firm was founded on March 24, 1868. MetLife ranked No. 43 in the 2018 Fortune 500 list of the largest United States corporations by total revenue. After 85 years as a mutual company, MetLife demutualized into a publicly traded company with an initial public offering in 2000. Through its subsidiaries and affiliates, MetLife holds leading market positions in the United States, Japan, Latin America, Asia's Pacific region, Europe, and the Middle East. [10] MetLife serves 90 of the largest Fortune 500 companies. The company's head offices and boardroom are located at the MetLife Building at 200 Park Avenue in Midtown Manhattan and New York City which MetLife owned from 1981 to 2005. In January 2016, the company announced that it would spin off its U.S. retail business, including individual life insurance and annuities for the retail market, in a separate company called Brighthouse Financial, which launched in March 2017.

### MetLife Strengths

- Broad product portfolio with the ability to bundle a wide range of ancillary benefits.
- Flexibility of plan design options backed by relevant clinical research and strong patient cost protections
- Strong brand and thought leading programs – e.g., Opioid Identification and Education Program
- Large dental network with consistent aggressive discounts and high in-network utilization levels.
- Cost savings/utilization management program that leverages data analytics
- Financial wellness – the participants' dollars will go farther with MetLife
- Aggressive with fully insured quotes (prefers FI business)

### MetLife Weaknesses

- Dental network is challenged in certain geographic areas
- Service challenges can exist in certain size market segments
- Tends to be less competitive with ASO Dental
- Shared savings on select ASO quotes
- Disability pricing/claims can impact bundled business
- Slower to market with innovation and limited success outside core business

### MetLife Dental Plans and Programs

MetLife offers group dental benefit plans for individuals, employees, retirees and their families and provides dental plan administration for over 20 million people. Plans include MetLife's Preferred Dentist Program (PPO) and the SafeGuard DHMO (available for both individuals and employees in CA, FL, TX, NJ and NY.). MetLife also administers dental continuing education program for dentists and allied health care professionals, which are recognized by the American Dental Association (ADA) and the Academy of General Dentistry (AGD).

**TakeAlong Dental:** Offering a Preferred Provider Organization (PPO) program nationwide as an individual dental insurance policy. The PPO plan offer a low, medium and high plan option. A Dental HMO/Managed Care program is available to residents of California, Florida, New York and Texas and a high and low plan are offered. Dental and vision discount plans are also available

**Full Service Dental for Retirees:** MetLife's Full Service Dental for Retirees is a turnkey offering that bundles standard and enhanced dental plans along with participant marketing, enrollment, customer service, record-keeping and billing services. Retirees pay 100% of the premium. The program is not actively being sold with FSD serving as a replacement.

**Smart Bundles:** MetLife Simply Smart Bundles make it easy to design a multi-product bundle based on client needs and local market demands. For groups with 10 – 99 employees, start with Dental. Then, add on Vision, Life, Disability or MetLaw®.

**Dental Advisory Council:** The MetLife Dental Advisory Council was formed in 1995 to serve as the oversight committee for MetLife's quality initiatives. The Council members include highly respected members of the practicing and academic dental communities, as well as corporate benefits representatives. The goal of the MetLife Dental Advisory Council is to help dentists improve the oral health of the patients they serve.

**Dental Opioid Program:** Program designed to reduce opioid prescribing for their members. The program is client specific and cross references PBM opioid utilization against dental utilization to determine aberrant perscriptions.

**Oral Health Library:** Web-based resource helps individuals take a more proactive role in understanding and making better choices about their oral health. It contains information and tools to help people ask their dentist informed questions about their dental benefits, dental care and their risk for dental disease. The library can be accessed by visiting <https://oralfitnesslibrary.com>.

**Incentive Plans:** Designed to help employees make the most of their dental benefits by encouraging preventive care, helping reduce out-of-pocket costs, and promoting whole-person health. The provision rewards employees for positive oral health behavior - such as routine cleanings and exams - by increasing a member's annual maximum and/or coinsurance percentages, and/or by reducing plan deductibles.

**International Dental Travel Assistance:** Program provides participants traveling internationally with around-the-clock access to multilingual assistance coordinators that can assist in connecting plan participants with dental providers in over 200 countries. Providers have been selected based upon strict criteria including schooling and training background. Services are provided through an agreement with AXA Assistance USA, Inc.

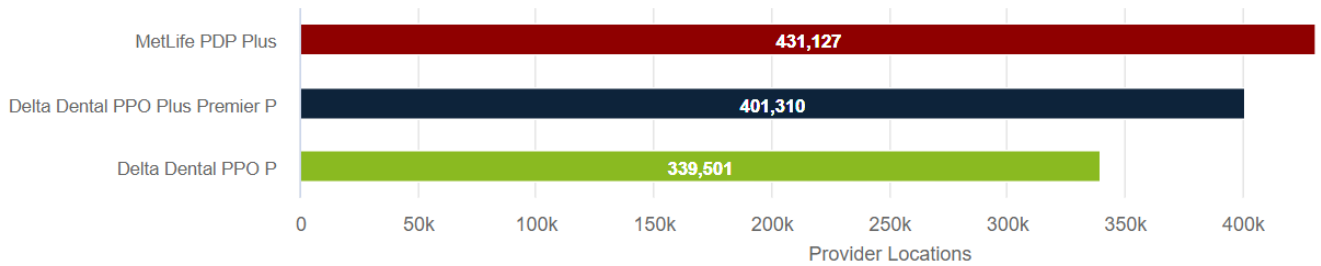
**Online Scheduling/Provider Reviews:** Online appointment scheduling and the ability to view provider reviews were made available by integrating with LocalMed and Yelp.

**Procedure Fee Look Up Tool:** Provides members with in-network negotiated fee schedules and out of network cost ranges by procedure based on the member's zip code, will be enhanced to provide the employee's estimated cost based on their plan design in 2020.

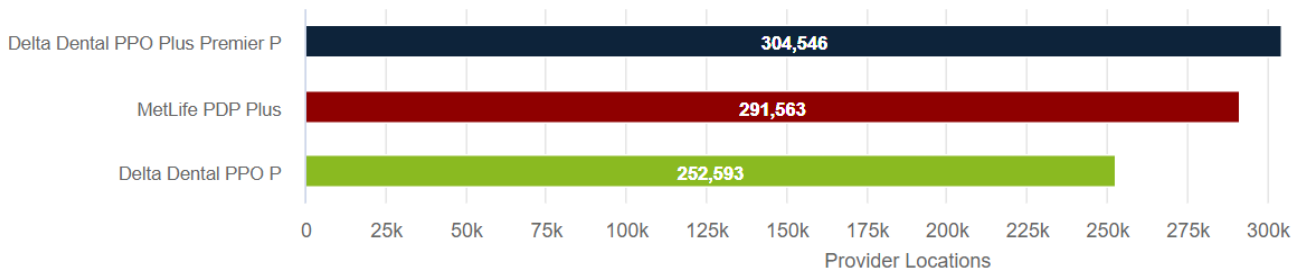
## Nationwide Network Summaries

Network360 Data as of 9/23

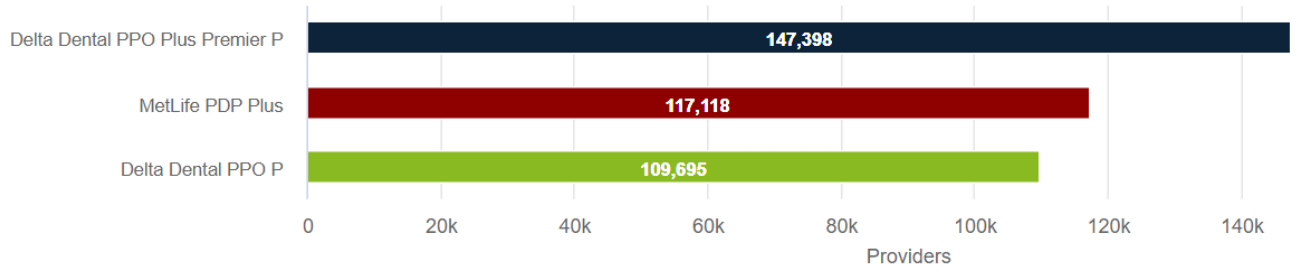
### Access Points – Network360 September 2023



### Access Points Confirmed - Network360 September 2023



### Unique Providers – Network360 September 2023



### Network Access Arrangements:

Metlife offers two PPO networks – PDP and PDP Plus. The PDP network is only offered for larger self-funded cases and does not contain any lease arrangements. The PDP Plus network is their “defacto” standard network and contains leased providers. The Plus network is the only option fully insured business.

**MetLife Contract:**

The following questions are designed to help AE's evaluate the strength of a carrier's contractual and reimbursement standards. MetLife answers yes to all of these questions.

<b>Closed or open contract</b> Are all services that are not specifically excluded eligible for reimbursement even if not specifically listed (based on necessity if not restricted by an age or frequency limit)?
<b>Services in progress</b> Are procedures eligible for reimbursement under the new plan if work was started prior to the effective date, but placed after the effective date? (Example: Root canals, bridges, dentures, crowns and implants)
<b>Missing tooth exclusion</b> Will the administrator waive the missing tooth exclusion if the tooth was never formed (congenitally missing)?
Will the administrator waive the missing tooth exclusion if the tooth was lost after the participant was hired by the plan sponsor and there is no opposing tooth?
<b>Preventive and diagnostic services</b> Are problem-focused exams (D0140, D0170) eligible for coverage if services (other than X-rays) are delivered on the same visit?
<b>Restorative services</b> Are multi-surface composite restorations on <b>bicuspid</b> teeth eligible for coverage?
Are multi-surface white fillings on anterior teeth reimbursed based on the number of discreet surfaces of decay, even if that decay does not involve the incisal angle (biting edge)?
Are multi-surface white fillings on anterior teeth reimbursed based on the number of discreet surfaces of decay, even if that decay does not involve the incisal angle (biting edge)?
<b>Endodontic services</b> Are pulp vitality tests (in conjunction with root canals) reimbursed?
Are retreatments within 12 months of prior root canals reimbursed?
Are apicoectomies within 60 days of root canal treatment reimbursed?
Are pulpotomies done as a separate procedure followed by a root canal on that tooth reimbursed?
<b>Periodontal services</b> Is more than one different periodontal surgical service in the same area eligible for reimbursement within the periodontal surgery frequency limit (e.g., 1 per 36 months, osseous surgery & bone graft done at the same time in the same area)?
Is debridement (in conjunction with scaling & root planing) reimbursed?

Are local chemotherapeutic agents on same date of service as scaling & root planing reimbursed?
<b>Oral surgery</b>
Is the removal of asymptomatic or non-pathologic wisdom teeth eligible?
<b>Crowns and prosthetics</b>
If implants are covered, does the carrier reimburse for cone beam imaging and bone grafts in support of the implants?
If implants are not covered and the tooth was removed while covered by the plan, does the carrier reimburse for an implant-supported crown / prosthetics?
Are crowns made of different metals, such as high noble or noble metal (based on the allowable charges associated with this same service)?
Is the initial placement of bridges or dentures if unopposed by a natural tooth reimbursed?
<b>Orthodontia</b>
Are orthodontic services paid without review for dental necessity?
<b>Ancillary services</b>
Is general anesthesia and IV sedation eligible for all dentally and medically necessary procedures or children with special-needs?

### Open Contract

MetLife only offers and open contract. MetLife AE's are trained to ask questions designed to point out closed contracts. The following procedures are identified and listed as covered services:

#### Preventive and diagnostic services

Cephalometric radiographic images (D0340)  
Cone beam imaging (D0364-D0368, D0380-D0384)  
Genetic tests for susceptibility to oral diseases (D0421)  
Pulp vitality tests (D0460)  
Study models (D0470)

#### Restorative services

Sedative fillings (D2940)  
Labial veneers (D2960-D2962)  
Endodontic services  
Pulp caps (D3110, D3120)  
Root canal retreatments (D3346-D3348)  
Pulpal therapy (D3230, D3240)  
Pulpotomies (D3220)  
Apicoectomy (D3410, D3421, D3425, D3426)  
Retrograde fillings (D3430)  
Pulp vitality tests (D0460)  
Apexification / Recalcification (D3351-D3353)  
Periodontal services  
Gingival flap procedure (D4240, D4241)  
Clinical crown lengthening (D4249)  
Guided tissue regeneration (D4267)  
Debridement (D4355)  
Local chemotherapeutic agents (D4381)

Bone grafts (D4263, D4264)

**Other services**

Brush biopsies (D7288)

Occlusal adjustments (D9951, D9952)

[Other relevant MetLife Positioning from their website](#)

**METLIFE ANNOUNCES NEW DENTAL WELLNESS INCENTIVE TO REWARD HEALTHY BEHAVIORS**

New York, September 14, 2022

MetLife announced the launch of a new Dental Wellness Incentive, designed to help employees make the most of their dental benefits by encouraging preventive care, helping reduce out-of-pocket costs, and promoting whole-person health. The provision rewards employees for positive oral health behavior - such as routine cleanings and exams - by increasing a member's annual maximum and/or coinsurance percentages, and/or by reducing plan deductibles.

This new incentive will reward employees for prioritizing regular dental visits, which are important to one's overall health. The new feature helps employees get more for their dental benefits, including health and financial incentives to make preventive visits more routine. By doing so, MetLife aims to support holistic wellness while helping employees find a long-term plan that fits their personal wellness needs. As part of this plan design enhancement:

- Rewards are personalized, enabling each eligible member and their dependents to qualify and earn the incentive based on their preventive dental care visits during the previous year.
- Based on dental claims that employees submit the previous year, richer benefits are given over time to employees and enrolled family members who may need more care in the future.
- Benefits increase for up to three years giving employees additional motivation to utilize the incentive.
- When the incentive is included in the group plan, employees can start earning incentives for use in the following year and they automatically renew each year.

**NEW YORK, September 17, 2020**

MetLife, Inc. (NYSE: MET) today announced it has entered into a definitive agreement to acquire Versant Health from an investor group led by Centerbridge Partners and including FFL Partners for approximately \$1.675 billion in an all-cash transaction. Versant Health owns the well-established marketplace brands Davis Vision and Superior Vision.

With more than 90 percent of employees interested in receiving vision insurance through their employer<sup>1</sup>, MetLife sees significant potential in the U.S. managed vision care market. The transaction will strengthen and differentiate MetLife's vision benefit offering with one of the industry's broadest networks of providers and plan options. Following the acquisition, MetLife will gain access to Versant Health's roughly 35 million members, and MetLife's existing customers will gain access to Versant Health's extensive provider network, which is one of the largest in the industry.

"This transaction furthers our goal of deploying capital to the highest-value opportunities," said MetLife President and CEO Michel Khalaf. "We are pleased to welcome Versant Health, a well-run and well-respected leader in vision care, to the MetLife family. In Versant, we have found the right strategic fit with our group benefits business. We expect this combination to accelerate revenue growth while delivering greater value for our customers and shareholders."