


Now more than ever, you need easy access to your company's benefits.

We've made it easy for you to manage your benefits online.

As part of MetLife's continued commitment towards enhancing your online experience, we are excited to announce the launch of our redesigned **Accident & Health** experience! This is one of several steps we are taking to provide you with a more seamless product servicing experience.

MyAccounts

"I want to" links now take the user to a redesigned experience with fewer clicks.


Critical Illness Insurance
 Critical Illness Insurance

Certificate #

I want to ...

I want to ...

Download a claim form

View certificate (PDF)

View all forms

Critical medical
 If you want to follow the

Insured:
 Coverage Effective Date: 01/01/2018
 Status: Active/Inforce
 Coverage Amount: \$30,000.00
 Dependents:

Thank you for your request to enroll in MetLife's Group Critical Illness Insurance coverage.

Why we're contacting you
We have accepted your enrollment and have enclosed a Certificate of Insurance which contains the specific terms and provisions of your coverage. Please read this certificate carefully and maintain this document with your records.


What you need to know
This enrollment is effective on the date shown on the first page of your group Critical Illness Certificate of Insurance, provided you are actively at work on that date. Your coverage is effective on the date shown on the Certificate of Insurance face page located at the beginning of the certificate. Please note that other eligibility provisions may apply. Please see your certificate for more details.

If you would like to designate or change a beneficiary for your Group Critical Illness Insurance coverage, please call the toll-free customer service number below and we will be happy to send you a beneficiary designation form.

We're here to help
If you have any questions, please feel free to call a MetLife Critical Illness Insurance Customer Service Representative toll-free at 1 800 GET-MET 8 (1-800-438-6388). We will be happy to assist you.

This same toll-free number should also be used to initiate a claim or you may visit <https://mybenefits.metlife.com>.

Sincerely,



MetLife Welcome COOPMAN

HOME BENEFITS & COVERAGE CLAIM CENTER DOCUMENTS & FORMS

DOCUMENTS & FORMS
View, print and download documents and forms for your accounts.

Documents Forms

Here are your recent documents for the past 90 days. You can view documents going back as far as 3 years by clicking on CUSTOMER VIEW.

Product	Document	Type	Date	Action
MetLife	MetLife	MetLife	MetLife	MetLife

Find help for your account, product or technical questions

Search Critical Illness

CONTACT US
Get Basic Critical Illness support.
PHONE
Dedicated Customer Service Phone Number: 1-800-438-6388

MetLife Company, Inc. HL Self

Critical Illness
Certificate Number: 12345678

Certificate Detail **Beneficiaries** Covered Conditions Health Screening Benefit

PRIMARY BENEFICIARIES
Primary beneficiaries are the first people who will receive the proceeds from your insurance policy upon your death. You can have more than one primary beneficiary as long as the total distribution adds up to 100%.

Beneficiary Name	Relationship	Distribution
You haven't assigned a beneficiary		
+ Add a primary beneficiary		

CONTINGENT BENEFICIARIES
Contingent beneficiaries receive the proceeds from your policy if you can't locate your primary beneficiaries, or if they've also passed away.

Beneficiary Name	Relationship	Distribution
You haven't assigned a beneficiary		
+ Add a contingent beneficiary		

Beneficiary Management

Beneficiary changes are now updated within hours.

The screenshot shows the 'Critical Illness' section with a 'Certificate Number' field. Below, there are two sections: 'PRIMARY BENEFICIARIES' and 'CONTINGENT BENEFICIARIES'. Each section contains a table with columns for 'Beneficiary Name', 'Relationship', and 'Distribution'. In the primary section, a spouse is listed with a 100% distribution. In the contingent section, a sister is listed with a 100% distribution. A 'Manage beneficiaries' link is present in the primary section.

Beneficiary Name	Relationship	Distribution
	SPOUSE	100%
Total		100%

Beneficiary Name	Relationship	Distribution
	SISTER	100%
Total		100%

Claim Intake

Claim intake has been streamlined to remove fields that are not critical for claim processing. In addition, the covered condition selected during intake will drive the required documents ensuring that claims get the information needed upfront during intake.

The screenshot shows a multi-step form for filing a claim. The steps are: 1. Patient Information (Completed), 2. Medical Information and Physician (In progress), 3. Document Upload, 4. Payment Preferences, 5. Communication Preferences, and 6. Review and Submit. The 'Medical Information' section includes 'Covered Conditions' with an 'Add One or More Conditions' button, 'Important Dates' for medical appointment and diagnosis, and a list of conditions to select (Cancer, Heart Attack, Major Organ Transplant, Stroke, Sudden Cardiac Arrest, Transient Ischemic Attack, Other). A 'Back' button and a 'Next' button are at the bottom.

Claim Center

Claim Center cards will now show the most recent claim status per dependent. Dynamic links based on claim status will take you to the new claim intake, new claim history view, and to the new document upload screen.

The screenshot shows a claim status card for 'Critical Illness Accident and Health'. It features a 'Claim Status' section with a progress bar showing 'CLAIM FORM' (completed), 'UNDER REVIEW' (in progress), and 'COMPLETE'. Below the progress bar, it states: 'We'll save your draft for 30 days so you can pick up where you left off.' A tip suggests uploading all required documents for faster processing. The card also shows the creation date (03/12/2023), claim status (Draft), last saved date (03/12/2023), and expiration date (04/12/2023). A red box highlights the 'RESUME CLAIM' button at the bottom.

Claim History

Claim history will pull in all Accident & Health claims for the user and dependent(s), as well as display the various statuses - paid, partially paid, denied, pending (info needed) and under review (no info needed).

Claim History

Your most recent claims are listed below [Expand All Rows](#)

Claim Date	Certificate Number	Claim Number	Product Name	Claimant Name	Status
07/29/2022			Basic Critical Illness		Under Review

CLAIM FORM

CLAIM STATUS

UNDER REVIEW

COMPLETE

We received your claim and will let you know if we need anything.

Your most recent claims are listed below [Expand All Rows](#)

Claim Date	Certificate Number	Claim Number	Product Name	Claimant Name	Status
09/28/2021			Basic Critical Illness		Under Review
09/28/2021			Optional Critical Illness		Pending

CLAIM FORM

CLAIM STATUS

UNDER REVIEW

COMPLETE

We need additional information or documents to process your claim and send you a letter with the details.

Documents

All Accident & Health Correspondence/Certificates will be displayed. Clicking on the document hyperlink will open the PDF.

MetLife | Welcome

HOME BENEFITS & COVERAGE CLAIM CENTER DOCUMENTS & FORMS

Documents Forms

Here are your recent documents for the past 90 days. You can view documents going back as far as 2 years by clicking on Customer View. [Download All Rows](#)

Product ID	Documents ID	Type ID	Date ID	Action
Voluntary Benefits				
Accident and Health Insurance				
Optional Accident	Certificate/Policy ACTIVE/IN FORCE	Correspondence	12/21/2020	
Optional Accident	Certificate/Policy ACTIVE/IN FORCE	Correspondence	12/21/2020	
Critical Illness Insurance				

Total records: 4

MetLife
MetLife Group Critical Illness Insurance Product
P.O. Box 80826
Lincoln, NE 68501-0826
Toll Free Phone: 1-800-GET-MET 8
Fax Number: 855-306-7350

03/01/2021

Group Policy Number:
Certificate Number:

Dear

Thank you for your request to enroll in MetLife's Group Critical Illness Insurance coverage.

Why we're contacting you
We have accepted your enrollment and have enclosed a Certificate of Insurance which contains the specific terms and provisions of your coverage. Please read this certificate carefully and maintain this document with your records.

What you need to know
Your coverage is effective on the date shown on the "Covered Person Specifications" page located at the beginning of the certificate. Please note that other eligibility provisions may apply, please see your certificate for more details.

If you would like to designate or change a beneficiary for your Group Critical Illness Insurance coverage, please call the toll-free customer service number below and we will be happy to send you a beneficiary designation form.

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