

State of Florida Dental Benefit for the State Group Insurance Program



Welcome!

Why is having a good Dental plan so important?

A healthier smile can be important to maintaining overall health.

Maintaining good oral health matters. Studies show that those with dental coverage are more likely to visit the dentist, and staying on top of your care is the key to preventing costly problems that can add up.¹ Plus, going to the dentist regularly can help prevent problems that have been linked to diabetes or heart disease.² That's where a good dental plan comes in. The right coverage makes it easier to visit the dentist and helps lower your costs.³ You get support to keep up with dental cleanings and other preventive care that helps you live healthier. Now that's something to smile about!



MetLife Mobile App⁵

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

How can having MetLife Dental insurance benefit you?

By lowering your out-of-pocket costs and making it easier to get the care you need.

Freedom to go to any dentist.

MetLife's Preferred Dentist Program is a Dental PPO plan. So you can visit any licensed dentist, in or out of the network, and receive benefits.

- If you prefer to go to a participating dentist, you can count on our large and constantly growing network.⁶
- All participating dentists must meet rigorous selection standards.⁴ Find a participating dentist today at metlife.com/stateoffl.

For better savings,³ visit a participating general dentist or specialist. Visits are covered with any dentist you choose even if he or she is out of network but you'll get the most competitive prices with a participating provider. With MetLife Dental, you have a large network of providers in the state of Florida.

Managing your dental benefits is easy!

- Once enrolled, MetLife's MyBenefits tool, mybenefits.metlife.com, is your secure self-service website available 24/7. You can use the site to get estimates on care or check coverage and claim status.
- Call 1-844-222-9104, representatives are available 8:00am until 11:00pm ET, Monday through Friday.

1. 2013 US Survey of Dental Care Affordability and Accessibility; Empirica Research; July 2013.

2. American Dental Association; Dentists: Doctors of Oral Health ada.org/en/about-the-ada/dentists-doctors-of-oralhealth; Accessed March 2018.

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

4. 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.

5. Certain features of the MetLife Mobile App are not available for all MetLife Dental Plans.

6. Based on MetLife internal analysis.

State of Florida Dental

Network: PDP Plus

Coverage Type	Indemnity with PPO People First Plan Code 4031		Standard PPO People First Plan Code 4032		Preventive PPO People First Plan Code 4033	
	In-Network % of Negotiated Fee*	Out-of-Network % of R&C Fee**	In-Network % of Negotiated Fee*	Out-of-Network % of R&C Fee**	In-Network % of Negotiated Fee*	Out-of-Network % of R&C Fee**
Type A: Preventive (cleanings, exams, X-rays)	100%	100%	100%	80%	100%	80%
Type B: Basic Restorative (fillings, extractions)	80%	80%	80%	50%	80%	50%
Type C: Major Restorative (bridges, dentures)	50%	50%	50%	30%	No Benefit	No Benefit
Type D: Orthodontia	50%	50%	50%	30%	No Benefit	No Benefit
Deductible†						
Employee Only	\$50	\$50	\$50	\$50	\$50	\$50
Employee + Spouse or Employee + Child(ren)	\$100	\$100	\$100	\$100	\$100	\$100
Employee + Child(ren) + Spouse	\$150	\$150	\$150	\$150	\$150	\$150
Annual Maximum Benefit						
Per Person	\$2,000	\$2,000	\$1,500	\$1,500	\$1,000	\$1,000
Orthodontia Lifetime Maximum						
Per Person	\$2,500	\$2,500	\$2,000	\$1,500	No Benefit	No Benefit

Late enrollment waiting period: None.

Employees can enroll upon date of hire or during each Annual Enrollment. There's no late enrollment permitted.

* Negotiated Fee refers to the fees that participating dentists have agreed to accept as payment in full for covered services, subject to any copayments, deductibles, cost sharing and benefits maximums. Negotiated fees are subject to change.

** 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.

† Applies only to Type B & C Services. Once the Annual Employee + Child(ren) + Spouse Deductible is satisfied, no further Annual Individual Deductibles are required to be met.

Monthly costs

The following monthly costs are effective through 12/31/2020. Your premium will be paid through convenient payroll deduction. Monthly cost covers all eligible children for Employee + Child(ren) and Employee + Child(ren) + Spouse plans.

	Indemnity with PPO People First Plan Code 4031	Standard PPO People First Plan Code 4032	Preventative PPO People First Plan Code 4033
Employee Only	\$47.32	\$33.36	\$22.86
Employee + Spouse	\$87.54	\$61.72	\$42.28
Employee + Child(ren)	\$97.80	\$68.96	\$47.24
Employee + Child(ren) + Spouse	\$141.98	\$100.12	\$68.58

A hypothetical example¹

Visiting an in-network dentist can help you significantly lower your costs while getting the care you need.

Service	Dentist's Usual Fee	Negotiated Fee	Percent Covered	MetLife Pays	Your Cost	You Save⁵
Exams & Cleanings	\$122	\$82	100%	\$82	\$0	\$122
X-rays	\$130	\$74	100%	\$74	\$0	\$130
Fillings	\$163	\$93	80%	\$74.40	\$18.60	\$144.40
Root Canals	\$705	\$437	80%	\$349.60	\$87.40	\$617.60
Crowns	\$1,117	\$699	50%	\$349.50	\$349.50	\$767.50

1. These hypothetical In-network savings examples are based on average charges within the Tallahassee zip code, for procedure codes D0120, D1110, D0210, D2391, D3310 and D2740. It assumes that the annual deductible has been met.

List of Primary Covered Services & Limitations

The service categories and plan limitations shown 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.

	Indemnity with PPO	Standard PPO	Preventative PPO
Type A – Preventative	How Many/How Often		
Prophylaxis (cleanings)	<ul style="list-style-type: none"> One cleaning in 6 consecutive months 		
Oral Examinations	<ul style="list-style-type: none"> One exam in 6 consecutive months 		
Topical Fluoride Applications	<ul style="list-style-type: none"> One fluoride treatment in 12 consecutive months for dependent children up to his/her 14th birthday 		
X-rays	<ul style="list-style-type: none"> Full mouth X-rays; one per 60 months Bitewings X-rays; two times per 12 consecutive months 		
Space Maintainers	<ul style="list-style-type: none"> 1 per lifetime, per area of the mouth 		
Sealants	<ul style="list-style-type: none"> One application of sealant material every 60 months for each non-restored, non-decayed 1st and 2nd molar of a dependent child up to his/her 16th birthday 		
Type B – Basic Restorative	How Many/How Often		
Fillings	<ul style="list-style-type: none"> One per tooth surface, per 24 consecutive months 		
Simple Extractions			
Oral Surgery			
Endodontics	<ul style="list-style-type: none"> Root canal treatment limited to once per tooth per lifetime 		
General Anesthesia	<ul style="list-style-type: none"> When dentally necessary in connection with oral surgery, extractions or other covered dental services 		
Periodontics	<ul style="list-style-type: none"> Periodontal scaling and root planing once per quadrant, every 24 months Periodontal surgery once per quadrant, every 36 months 		

List of Primary Covered Services & Limitations

(continued)

	Indemnity with PPO	Standard PPO	Preventative PPO
Type C – Major Restorative		How Many/How Often	
Implants	<ul style="list-style-type: none"> One per tooth position in 60 consecutive months 		Not Covered
Bridges and Dentures	<ul style="list-style-type: none"> Initial placement to replace one or more natural teeth, which are lost while covered by the plan Dentures and bridgework replacement; one per 84 consecutive months Replacement of an existing temporary full denture if the temporary denture cannot be repaired and the permanent denture is installed within 12 months after the temporary denture was installed 		Not Covered
Crowns, Inlays and Onlays	<ul style="list-style-type: none"> Replacement once every 84 months 		Not Covered
Type D – Orthodontia		How Many/How Often	
	<ul style="list-style-type: none"> You, Your Spouse and Your Children up to the last day of the calendar year in which Your Child reaches age 26, are covered while Dental Insurance is in effect. All dental procedures performed in connection with orthodontic treatment are payable as Orthodontia Payments are on a repetitive basis 20% of the Orthodontia Lifetime Maximum will be considered at initial placement of the appliance and paid based on the plan benefit's coinsurance level for Orthodontia as defined in the plan summary Orthodontic benefits end at cancellation of coverage 		Not Covered

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.

Frequently Asked Questions

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 covered services provided to plan members. Negotiated fees are typically 30%-45% below the average fees charged in a dentist's community for the same or substantially similar services.†

How do I find a participating dentist?

You can receive a list of participating dentists online at metlife.com/stateoffi or call **1-844-222-9104**. There are thousands of general dentists and specialists to choose from nationwide --so you are sure to find one that meets your needs.

What services are covered under this plan?

All services defined under the group dental benefits plan are covered. Please review the enclosed plan benefits to learn more.

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/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/her to apply, ask your dentist to visit metdental.com, or call **1-866-PDP-NTWK** for an application.†† The website and phone number are for use by dental professionals only.

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 email alerts when a claim has been processed. If you need a claim form, visit metlife.com/mybenefits or request one by calling **1-844-222-9104**.

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 pretreatment estimate for services in excess of \$300. Simply have your dentist submit a request online at 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.

How does MetLife coordinate benefits with other insurance plans?

Coordination of benefits provisions in dental benefits plans are a set of rules that are followed when a patient is covered by more than one dental benefits plan. These rules determine the order in which the plans will pay benefits. If the MetLife dental benefit plan is primary, MetLife will pay the full amount of benefits that would normally be available under the plan, subject to applicable law. If the MetLife dental benefit plan is secondary, most coordination of benefits provisions require MetLife to determine benefits after benefits have been determined under the primary plan. The amount of benefits payable by MetLife may be reduced due to the benefits paid under the primary plan, subject to applicable law.

Do I need an ID card?

No. You do not need to present an ID card to confirm that you are eligible. You should notify your dentist that you are enrolled in the MetLife Preferred Dentist Program. Your dentist can easily verify information about your coverage through a toll-free automated Computer Voice Response system.

† Based on internal analysis by MetLife. Negotiated Fees refer to the fees that in-network dentists have agreed to accept as payment in full for covered services, subject to any co-payments, deductibles, cost sharing and benefits maximums. Negotiated fees are subject to change.

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

* AXA Assistance USA, Inc. provides Dental referral services only. AXA Assistance is not affiliated with MetLife, and the services and benefits they provide are separate and apart from the insurance provided by MetLife.

** Refer to your dental benefits plan summary for your out-of-network dental coverage.

Exclusions

This plan does not cover the following services, treatments or 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; or
 - 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, personalization or inscription of any tooth, device, appliance, crown or other dental work;
- Missed appointments;
- Services:
 - Covered under any workers' compensation or occupational disease law;
 - Covered under any employer liability law;
 - 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;
- 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; or
 - 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;
- Initial installation of a fixed and permanent Denture to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth;
- Other fixed Denture prosthetic services not described elsewhere in the certificate;
- Precision attachments, except when the precision attachment is related to implant prosthetics;
- Initial installation of a full or removable Denture to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth;
- Addition of teeth to a partial removable Denture to replace one or more natural teeth which were missing before such person was insured for Dental Insurance, except for congenitally missing natural teeth;
- Adjustment of a Denture made within 6 months after installation by the same Dentist who installed it;
- 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;
- Diagnosis and treatment of temporomandibular joint (TMJ) disorders. This exclusion does not apply to residents of Minnesota;
- Repair or replacement of an orthodontic device;
- Duplicate prosthetic devices or appliances;
- Replacement of a lost or stolen appliance, Cast Restoration, or Denture; and
- Intra and extraoral photographic images.

Exclusions (continued)

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 pretreatment 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 1-844-222-9104 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 (Policy form GPNP99 / G.2130-S) 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. For complete details of coverage and availability, please refer to the group policy form GPNP99 or contact MetLife.

