

System Availability for the MetLife 270/271 Eligibility and Plan Benefit Transactions and the 276/277 Claim Status Transactions.

Our systems are generally available during the following hours unless prohibited by holidays, scheduled downtime, non-routine or unscheduled downtime, as follows:

Holiday Schedule: Not applicable to these transactions.

Scheduled Downtime:

Monday: 11:00 PM ET – 1:00 AM ET Next Day

Tuesday: 11:00 PM ET – 1:00 AM ET Next Day

Wednesday: 11:00 PM ET – 1:00 AM ET Next Day

Thursday: 11:00 PM ET – 1:00 AM ET Next Day

Friday: 11:00 PM ET – 1:00 AM ET Next Day

Saturday: 4:00 PM ET – 6:00 PM ET, 11:00 PM ET – 1:00 AM ET Next Day

Sunday: 9:00 PM ET – 6:00 AM ET Next Day

Non – Routine Downtime: Non- routine downtime is typically planned during the following timeframes typically no greater than twice a month.

Thursday: 9:00 PM ET – 12:00 AM ET

Saturday: 9:00 AM ET – 11:00 AM ET, 9:00 PM ET – 12:00 PM ET Next Day

Unscheduled Downtime: None at this time. Please stop back here for more information about unscheduled downtime. The website will be updated within one hour of any unscheduled downtime that may be required.

System availability reflected on this page is not a reflection of the availability of our MetDental website. It is specifically for our 270/271 and 276/277 electronic transactions.