

## Guide to Service Provider Payment - Home Care

Metropolitan Life Insurance Company

We will only pay invoices for approved providers. Charges are not reimbursable if services were provided by an unapproved provider. To initiate payment to your service provider(s), follow these steps:

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### SECTION 1: Submit

- Submit invoices for all services received, including invoices for services provided during the waiting period, elimination period, or deductible period, according to your coverage.
  - All invoices must be typed and on the approved provider's letterhead.
  - The insured's name must be listed on invoice.
  - The charges should be itemized (*including dates of service, type of service, hours worked with hourly or daily charges*)
  - Please submit the agency's time sheets with the invoice.
- Please do not submit invoices until after you've received service, even if you've prepaid. We do not accept invoices until after services have been received.
- If payment has been made by Medicare, MetLife accepts UB04 forms as well as Medicare Explanation of Benefits.

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### SECTION 2: What will happen after we receive your invoice

Payment is generally processed within ten business days after we receive complete invoices as described above.

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### SECTION 3: How to submit this form

Submit all forms and documents to:

**Mail:**  
MetLife  
Long Term Care Claims  
PO Box 14407  
Lexington, KY 40512-4633

**Fax:**  
866-722-1180

**Email:**  
longtermcareclaims@metlife.com