

Guide to Service Provider Payment – Home Care

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

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 timesheets 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.

2. Return

Submit all forms and documents to:
MetLife Long-Term Care Claims
P.O. Box 14407
Lexington, KY 40512-4633
Fax: 1-866-722-1180
Email: longtermcareclaims@metlife.com

What will happen after we receive your invoice

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