

Frequently Asked Questions

MetLife



Q. WHAT IS ACCIDENT INSURANCE?

A. THIS COVERAGE PROVIDES YOU WITH payment for a covered accident. It also pays if you undergo testing, receive medical services, treatment or care for any one of more than 150 covered events as defined in your group certificate, including hospitalization resulting from an accident and accidental death or dismemberment.

Payments are made directly to you to use as you see fit. They can be used to help pay for medical plan deductibles and co-pays, for out-of-network treatments, for your family's everyday living expenses, or whatever else you need while recuperating from an accident.

Q. WHO IS ELIGIBLE TO ENROLL FOR THIS ACCIDENT COVERAGE?

A. YOU AND YOUR ELIGIBLE FAMILY MEMBERS!¹ You just need to enroll during your Enrollment Period and be actively at work for coverage to be effective.²

Q. I HAVE A GOOD MEDICAL PLAN AT WORK. WHY DO I NEED ACCIDENT COVERAGE?

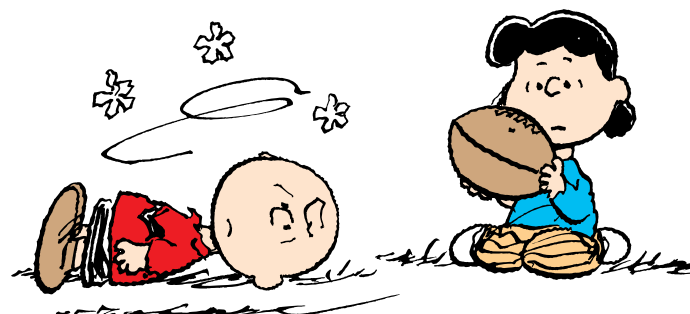
A. BECAUSE ACCIDENTS CAN HAPPEN ANYTIME, ANYWHERE, when you least expect them, and they can be costly. You hurt your back while doing home repairs ... your child is injured while on the playground or playing sports ... or your spouse falls or slips on the stairs.

Even quality medical plans can leave you with extra expenses to pay. Costs like plan deductibles, co-pays for doctor and emergency room care, testing and supplies, extra costs for out-of-network care to name a few. Many people aren't financially prepared to handle these extra costs. Having the extra financial support you may need when the time comes means less worry for you and your family.

Q. CAN I ENROLL FOR THIS INSURANCE WITHOUT HAVING TO TAKE A MEDICAL EXAM?

A. YES! YOUR ACCIDENT COVERAGE IS GUARANTEED ISSUE, which means your acceptance is guaranteed, regardless of your health. You just need to be actively at work for your coverage to be effective.² There are no medical exams to take and no health questions to answer.

(more questions and answers on other side ...)



Q. HOW MUCH DOES ACCIDENT COVERAGE COST?

A. IT MAY BE LESS EXPENSIVE THAN YOU THINK! Accident insurance is designed to be an economical way for you to supplement your health care plan. Exact rates can be found in the enrollment materials provided by your employer.

Q. HOW DO I PAY FOR MY ACCIDENT COVERAGE?

A. PREMIUMS WILL BE CONVENIENTLY PAID through payroll deduction, so you don't have to worry about writing a check or missing a payment.

Q. IS THERE A WAITING PERIOD BEFORE MY COVERAGE BEGINS?

A. NO. YOUR ACCIDENT COVERAGE WILL BE IN FORCE ON THE EFFECTIVE DATE OF YOUR COVERAGE. There are no waiting periods to satisfy.

Q. ARE BENEFITS PAID DIRECTLY TO ME OR TO MY HEALTH CARE PROVIDER?

A. PAYMENTS WILL BE PAID DIRECTLY TO YOU, not to the doctors, hospitals or other health care providers. You will receive a check, payable to you, for maximum convenience.

Q. WHAT HAPPENS IF MY EMPLOYMENT STATUS CHANGES? CAN I TAKE MY COVERAGE WITH ME?

A. YES, YOU CAN TAKE YOUR COVERAGE WITH YOU. You will need to continue to pay your premiums to keep your coverage in force. Your coverage will only end if you stop paying your premium or if your employer offers you similar coverage with a different insurance carrier.

Q. DOES THIS PLAN COVER ANY OTHER OUT OF POCKET COSTS?

A. YES, YOU CAN USE YOUR PAYMENT AS YOU SEE FIT. Use it to help cover your medical insurance deductibles, copayments, household bills and more.

Q. IS THE CLAIMS PROCESS SIMPLE?

A. YES! Once all required information is received, claims are generally processed within 10 business days. Only one claim form is needed per accident and every claim is reviewed by a claims professional.

HAVE OTHER QUESTIONS?

Please call MetLife directly at **1-855-JOIN-MET** (1-855-564-6638) and talk with a benefits consultant.

Or visit our website: mybenefits.metlife.com

MetLife

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¹ Eligible Family Members means all persons eligible for coverage as defined in the certificate.

² In some states, you must have medical coverage to purchase Accident Insurance.

METLIFE'S ACCIDENT INSURANCE IS A LIMITED BENEFIT GROUP INSURANCE POLICY. The policy is not intended to be a substitute for medical coverage. The policy or its provisions may vary or be unavailable in some states. Like most group accident and health insurance policies, policies offered by MetLife may include waiting periods and contain certain exclusions, limitations and terms for keeping them in force. For complete details of coverage and availability, please refer to the group policy form GPNP12-AX or contact MetLife.

Benefits are underwritten by Metropolitan Life Insurance Company, New York, NY. In certain states, availability of MetLife's Group Accident Insurance is pending regulatory approval.

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