

1-866-548-7139

MetLife Contacts for Washington State Health Care Authority - Effective March 2019

Life Recordkeeping					
Name		Phone	Fax	Mail	Email
Customer Service		(866) 548-7139			termlife@lpm-services-metlife.com
Claim Inquiries		(866) 548-7139			
Beneficiary Information		(866) 548-7139			
Portability		(888) 252-3607	(866) 545-7517	PO Box 14401, Lexington, KY 40512-4401	
Conversion		(877) 275-6387			solutions@metlife.com
Recordkeeping & Enrollment Services	Form submission ONLY		(859) 225-7909	PO Box 14406, Lexington, KY 40512-4406	Southfield_RES@metlife.com
Statement of Health (SOH)		(866) 548-7139	(859) 225-7909	PO Box 14069, Lexington, KY 40512	
Tech Support		(800) 9MetWeb			
Additional Services					
Will Preparation		(800) 821-6400			
Estate Resolution Services		(800) 821-6400			
Grief Counseling		(855) 609-9989			
Delivering the Promise	Beneficiary Assistance	(877) 275-6387			
Travel Assistance	Within the United States	(800) 454-3679			
	Outside the United States	(312) 935-3783			
Identity Theft Solutions	Within the United States	(800) 454-3679			
	Outside the United States	(312) 935-3783			
MetLife Account Management Team					
Katie Delery	Client Services Consultant	(425) 698-6938			katie.delery@metlife.com
Kate Bennett	Billing and Remittance	(630) 978-5881			kbennett@metlife.com