

1-833-854-9624

MetLife Contacts for Washington State Health Care Authority SEBB

Life Recordkeeping					
Name		Phone	Fax	Mail	Email
Customer Service		(833) 854-9624			termife@LPMServices-Metlife.com
Claim Inquiries		(833) 854-9624			
Beneficiary Information		(833) 854-9624			
Portability		(888) 252-3607	(866) 545-7517	PO Box 14401, Lexington, KY 40512-4401	
Conversion		(877) 275-6387			solutions@metlife.com
	Form submission ONLY (reminder to not submit bulk forms)				
Recordkeeping & Enrollment Services			(859) 825-6719	PO Box 14406, Lexington, KY 40512-4406	Southfield_RES@metlife.com
Statement of Health (SOH)		(833) 854-9624	(859) 225-7909	PO Box 14069, Lexington, KY 40512	
Tech Support		(866) 363-8669			
Additional Services (MetLife Advantages)					
Will Preparation		(800) 821-6400			
Estate Resolution Services		(800) 821-6400			
Grief Counseling		(888) 319-7819			
Delivering the Promise	Beneficiary Assistance	(877) 275-6387			
Travel Assistance	Within the United States	(800) 454-3679			
	Outside the United States	(312) 935-3783			
Funeral Assistance		(888) 319-7819			
MetLife Account Management Team					
Chelsi Leverenz	Client Services Consultant	(425) 698-6928			chelsi.leverenz@metlife.com
Jeff Godkin	Billing and Remittance	(630) 820-7301			jeffrey.godkin@metlifeservice.com
Beth Petrittsch	Billing and Remittance	(630) 978-5877			Bethany.petritsch@metlifeservice.com