PLAN YEAR 2023 METLIFE

Beneficiary Retention

PEIA will not have Beneficiary Information

- BCs cannot enter Beneficiary information
- Forms have been updated to removed Beneficiary information.
- Beneficiary information has been removed online for Benefit Coordinator data entry

MetLife will be the repository Beneficiaries

- MetLife link from Manage My Benefits to add Beneficiary information
- MetLife Beneficiary Form link on PEIA website

BC role of Beneficiary information

- BCs will not need to know anything regarding Beneficiaries.
- You will not enter them.
- You will not know them.
- If a member turns a form into you, you fax it to PEIA.
- We will forward it to MetLife, or it can be mailed to MetLife.

MetLife Website

https://www.metlife.com/WV-PEIA

- Benefit Coordinators will call the same telephone number as other customers if you have issues or need to report a death.

1-888-466-8640

Transition from Securian.

- Materials are still being printed and will be sent to agencies
- MetLife will continue to send out SOH by mail weekly. It will include paper forms and an online password.
- Securian stopped processing SOH June 10 and therefore, beginning July 1 MetLife will be processing.