

# Your simplified implementation process

MetLife has introduced an enhanced onboarding process that is simple and seamless.

Your dedicated onboarding team will ensure that your experience is straight-forward and easy. We've made significant changes to our implementation process ensuring your employees have a smooth transition to MetLife.



## Our improved services

Your dedicated Onboarding Executive will be with you every step of the way to:

- 1** Proactively manage all requirements and documents
- 2** Review and cross check regulatory requirements, to ensure that your information is correctly entered in our system
- 3** Identify and cater to any special organization-specific requirements
- 4** Provide regular updates throughout the process from form requirements to card delivery
- 5** Ease the change management process
- 6** Deliver customized communications about the new benefits for clients and their employees



# Your trusted partner for onboarding

Here's what our customers and partners have to say about our new onboarding process:



*Despite short timings, the MetLife onboarding team were able to deliver the needed adjustments to the policy and benefits. We very much appreciate their understanding of the urgency and ability to work under pressure to deliver on time.*

- MetLife Customer

*Onboarding with MetLife is easy and professional. My client's cards were all dispatched the same day and without error.*

- Broker Partner

## Onboarding process: New policy implementation and renewals

### 1. Introduction

Meet your Onboarding Executive, who will be your point of contact throughout implementation.

Onboarding will begin as final policy agreements are settled, to ensure that the processes can be completed as quickly as possible.

### 2. Kick off

Your Onboarding Executive will deliver a comprehensive list of requirements for onboarding to enable full visibility to the process and planning.

Consultation with your Onboarding Executive to identify any special operational organizational requirements for implementation and distribution of cards.

### 3. Weekly follow ups

Your Onboarding Executive will follow up with you on any outstanding forms or documents, to ensure all are submitted.

### 4. Managing onboarding documents

We will review your forms as they are submitted to cross-check and confirm that they are all correctly filed and all forms are complete.

### 5. Policy kits and card delivery

As soon as all forms are submitted and approved, a timeline will be set for delivery of the policy kits and cards. Throughout that time your Onboarding Executive will keep you apprised of the delivery status.

### 6. Employee education

Enrollment communications and materials that can be distributed to employees so that they can learn about their new policies.

# Empowering your employees to maximize their benefits

Here are just some of the ways that we do this:



## Welcome pack

Welcome letter

Medical card

A handbook for your employees with information on the benefits, claims process, in and out network benefits, exclusions and FAQs



## Online tools

Free access to myMetLife which is available on desktop or mobile app

On myMetLife, employees can find exclusive content, useful information on benefits and the locations of medical providers

For more information, contact us at [800-638-5433](tel:800-638-5433)

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