



# Benefit Office

## **OUTPATIENT REIMBURSEMENT** **INSTRUCTIONS**

- Contact MetLife 1 800-GET-MET8 (1-800-438-6388) or at <http://metlife.com/mybenefits> to file a claim for the Hospitalization Benefit
  - You should expect to receive a denial from MetLife
- Complete the LBS Outpatient Deductible/Coinsurance HRA Reimbursement Request Form—attached (This is the only acceptable claim form and can be mailed or faxed)
- Include the following with your LBS Claim Form:
  - MetLife Denial
  - Excellus Explanation of Benefits which is mailed to you monthly from Excellus (showing the claims from your Outpatient Procedure(s))

If you have any questions, please contact Tricia Marciano at 585-338-2310 x106 or at [triciam@ualocal13.org](mailto:triciam@ualocal13.org)