1. Delta Dental

*Delta Dental , 6029383131 (Arizona)*

**Senario: (press provider 1 + ssn)**

Insurance: are you a provider / subscriber / group

Me: I’m a provider

Insurance: Tell me your dentist.

Me: Speak to customer service

Insurance: Do you want to speak to customer service, right? If right please press 1 or say yes. Otherwise, please press 2 or say no.

Me: Press 1

Insurance: Please speak or key in Member ID or SSN.

Me: key in my SSN

Insurance: say something just for waiting

*Official Phone Number: 888-497-0675*

**Senario: (press 111 tax ID 1 6)**

Insurance: if you are a provider press 1, if you are an employee of federal housing fiannce agency press 2, if you are a subscriber press 3.

Me: Press 1

Insurance: if you are calling from a dental office press1, for program information and how to enroll press 2. If you are already enrolled press 3.

Me: Press 1

Insurance: If you are calling about California Wildfires and need assistance press 1, otherwise press 2.

Me: Press 1

Insurance: Automated system, xxxxx please enter your nine digit tax ID number

Me: key in tax ID number

Insurance: If you are calling about Community Care Network press pound, otherwise press 1 or remain on the line.

Me: press 1

Insurance: Verify patients eligibility and benefits press 1 for status on a claim or predetermination. Press 2 if you’d like to hear our electronic payer ID. Press 3 if you’d like to hear our mailing address. Press 4 if you’d like information regard. Press 6 for all the service.

Me: press 6

Insurance: waiting for the customer service

(2) MetLife

*Official phone number: (800) 638-5433*

**Senario: (Dental Insurance + dental services provider + press 2 + ssn + press 1)**

Insurance: Please tell me the type of policy or medical products you're calling about today.

Me: Dental Insurance

Insurance: Are you a plan member? Or a dental services provider?

Me: dental services provider

Insurance: if you'd like to submit a claim or pre-treat estimate. Press 1, or any other insurances press 2.

Me: Press 2

Insurance: Like please entered the primary insurance Social Security number followed by the pound key.

Me: my ssn

Insurance: is it right for the ssn number? Press 1 yes press 2 no.

Me: press 1

Insurance: Transfer to customer service

(3) Aetna

General 800-872-3862 (TTY: 711)

Insurance: xxxxx. If you have health professional, press or say one. If you know the name or number press 1 , if you know currently dental number the press 2 ,other situations press 3.

Me: press 3

Insurance: If you are calling about disability coverage, press one. if you were calling about individual and family plans, Press two . if you were calling about Medicare supplemental coverage, press three. All other situations press 4 or remain online.

Me: press 4

Insurance: Transfer to live agent (customer service