Insights that drive your dental benefit decisions.

MetLife Dental Health Manager℠
At MetLife, we take a focused and complete approach to building a dental disease management program. The MetLife Dental Health Manager¹ can provide you with an interactive, turnkey disease management solution specific to dental health that goes beyond education-only offerings. Whether you already work with a disease management vendor or prefer a stand-alone dental disease management program, we have the flexibility and expertise to meet your needs.

The MetLife Dental Health Manager provides tangible, actionable insights that can help you make better benefit decisions, and can help your employees manage their oral and overall health.

¹ Available for groups with 500 or more eligible employees, excluding Full Service Dental for Retirees and SafeGuard DHMO benefit plans. Other restrictions may apply. Please contact MetLife for complete details.
The enhanced MetLife Oral Health Library serves as the foundation of our dental disease management program. It includes:

- Expanded dental topics including information about the associations between oral health and overall health
- Articles and tools reviewed and approved by the MetLife Dental Advisory Council—a group of respected academic and practicing dentists, and corporate benefit representatives—to ensure current, concise and valuable content

A flexible solution for employers

To meet the specific needs of employers, we’ve developed two options for the MetLife Dental Health Manager. The first is designed to coordinate with a current medical disease management program. The second is designed to exist as a stand-alone dental disease management solution. Both use dental claims utilization data together with program participants’ self-reported health data.

- MetLife will work with the employer’s medical disease management or data vendor and/or its wellness vendor, so the employer can offer a more complete disease management and wellness solution to its employees.
- MetLife will provide a stand-alone dental disease management solution for employers that do not have a medical disease management vendor or a medical wellness program. MetLife fulfills the role of disease management vendor.
MetLife Dental Health Manager, the complete solution

Program setup

To begin, a unique profile is created for each eligible employee, including dental utilization history and information from the medical disease management vendor, if available.

Then, each eligible employee is invited to complete an Oral Health Risk Assessment (OHRA) questionnaire — a series of questions pertaining to the employee’s overall health, history of diagnosed and treated conditions, oral health, family history and any habits or behaviors that are contributing factors to risk and disease. Responses will be incorporated into the employee’s profile.

Based on our expertise in benefit communications, we developed an employee outreach program that is designed to maximize participation.

Employees are encouraged to participate through e-mail, which extends access to the MetLife Dental Health Manager via a direct link to MyBenefits. Plus, to help reinforce the importance of participation, we can supply a poster, small flyers for distribution and copy for a company newsletter.

Scoring and relevant education

MetLife will provide program participants with an easy-to-understand online report card showing their risk and disease scores — an innovative feature in the market today. Powered by proprietary software, this report card leverages data from the profile, which includes information from the medical disease management vendor, dental utilization histories and responses to the OHRA questionnaire.

The report card also contains links to the MetLife Oral Health Library, where employees can access resources that are relevant to their specific oral health needs.

We do this to help program participants understand their personal oral health status, and why it’s important to take action to improve their oral health. Plus, to help open up dialogue between patients and dentists, program participants are encouraged to take their report card on their next dental visit.

OHRA Questionnaire

E-mail Invitation

OHL Homepage

Report Card
Reporting

MetLife recognizes that reporting is a critical component of an actionable disease management program. It provides employers with valuable insights that show how their benefit plans and disease management programs are functioning, and can help them better understand the dental health of their employee populations.

Disease management vendors, when involved, will have access to employee-specific information, including program participants’ individual risk and disease scores, comparisons of their scores over time and histories of dental treatments. This information can be incorporated into a company’s other health and wellness programs.

Engagement and measurement over time

The MetLife Dental Health Manager is designed to keep program participants engaged and measure the health and dental utilization of this population over time.

Changes in dental utilization and the receipt of new information from a medical disease management vendor will trigger the MetLife Dental Health Manager to invite program participants to complete the OHRA questionnaire again. Program participants can see how their risk for dental disease changes over time and how their actions, or lack of action, affect their scores.

Over time, the MetLife Dental Health Manager will provide employers with a historical perspective of:

- How program participants are using their dental benefit plans
- Engagement in the program
- Changes in the dental health of the population

This insight can assist employers in making informed decisions about plan design changes to help meet the needs of their company and employees.
With minimal up-front administration, the MetLife Dental Health Manager is easy to get up and running. The program can be added to a MetLife Preferred Dentist Program plan at any time.

Increasing value at little or no additional benefit cost
The MetLife Dental Health Manager can help employers derive more value from the dental benefits they already provide — at little or no additional benefit cost.2

Our program provides a complete, dental-focused approach. It’s designed to help employees make more informed choices that may potentially help employers lower benefit costs over time,3 minimize employee “noise” and cultivate a workforce that sees real value in its dental benefits program.

What’s more, the MetLife Dental Health Manager provides tangible insights into the utilization of dental benefits and the health of employees, which employers can use to help make informed decisions about their dental benefit plans.

Giving employees more control over their oral health
The MetLife Dental Health Manager provides employees with the ability to better understand and track their dental risk and diseases, helping them to make the most of their dental benefits and manage their oral and overall health.

We provide employees with an easy, interactive experience, including relevant educational content and personalized report cards, that graphically illustrates their current risk for oral disease and dental health.

Making the most of dental benefits
The MetLife Dental Health Manager distinguishes MetLife as a leader in dental disease management, providing value beyond what many employers expect from a dental benefits carrier.

At MetLife, we believe employers need to have a complete picture of the health status and risk of their employee populations to make the most of their benefit plans. Oral health, a component of overall health, is often overlooked.

Coordinating the MetLife Dental Health Manager with a broader disease management program or providing it as a stand-alone dental disease management program can help employers get the complete picture they need.

2 If a medical disease management vendor is engaged, there is a one-time setup fee for the transfer of data files.

3 By educating participants on the benefits of slowing the progression of oral disease or preventing the occurrence of new disease, more costly procedures may potentially be avoided — lowering costs over time.
Learn more about the MetLife Dental Health Manager.
For more information, contact your insurance broker, benefits consultant or MetLife representative.

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, waiting periods, reductions of benefits, limitations and terms for keeping them in force. Please contact MetLife or your Plan Administrator for complete details.