

FASCore Documentation

FUNCTIONAL PROCESS: Plan Support Services

PROCEDURE: Request Participant Labels

DATE: May 2008

Overview

These procedures provide instructions to request participant labels for a Plan.

Procedure

- I. Contact the MetHome Plan Services team by calling 800-856-7772, (option 2) and provide the following information:
 - A. Plan name and number
 - B. Label for what population?
 1. For **all** participants or
 2. Labels for a specific division
 3. For any other format of labels, they will be considered non-standard and may take up to 10 business days to receive
 - C. Label order
 1. Alphabetically or
 2. Numerically by zip code
 - D. Mailing instructions
 1. Address of where to mail
 2. Regular mail or overnight delivery
 - E. Service standard is 5 business days for standard labels