

MetLife[®] Dental App

October 31, 2014

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VERSION CONTROL



Description		Ownership
1.0	Added design comp images to approved version 0.10.4	SB

GUIDING PRINCIPLES

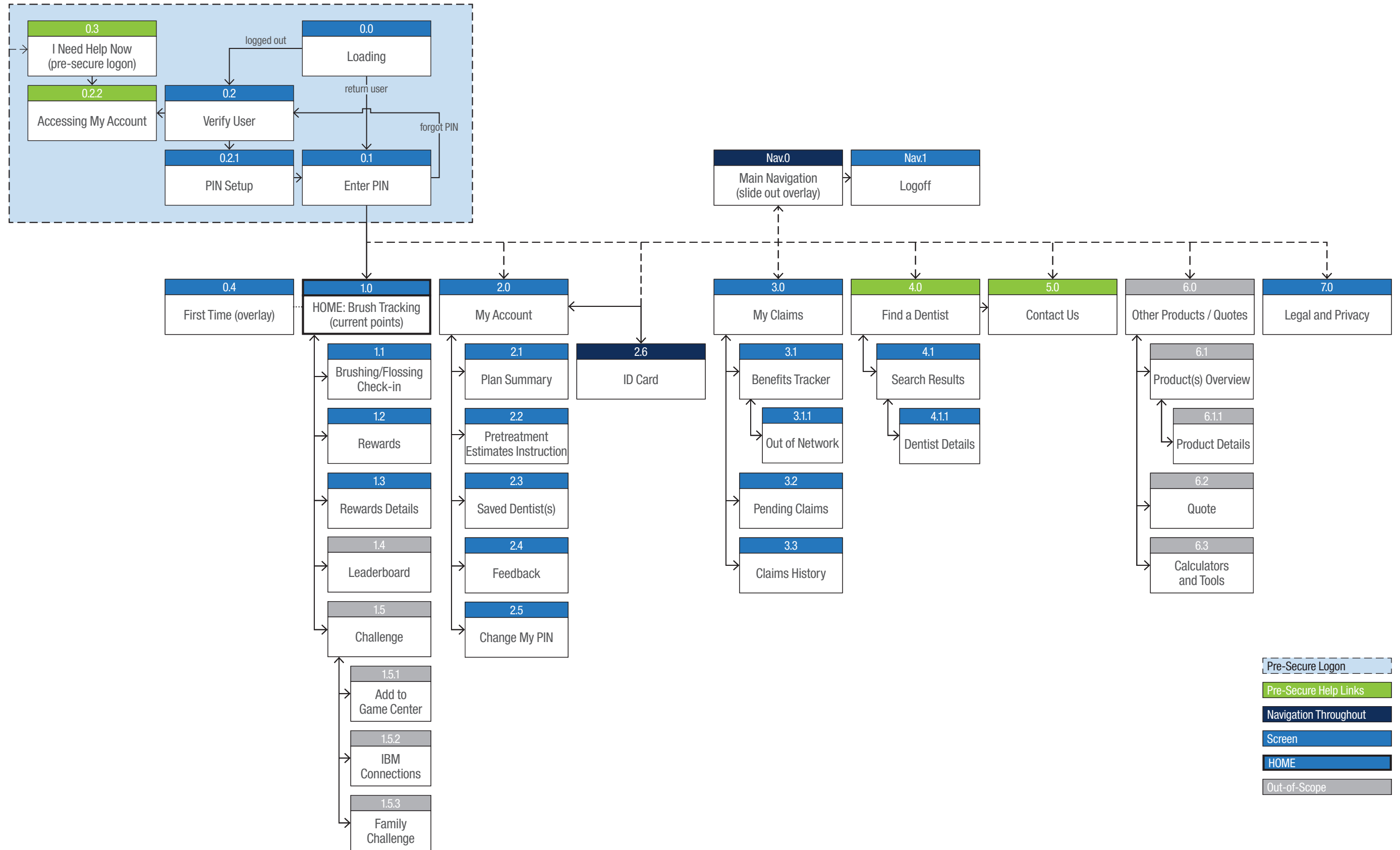
It is no longer good enough to just provide basic services within an insurance application. To be solidly differentiated from the competitors, MetLife needs to create an engaging experience capable of emotionally connecting with the user and growing a sense of comfort and positive encouragement.

*Keep it **FUN**:*

- **Functional** – In addition to core services, a tracking feature makes brushing fun and rewarding
- **Uniform** – Keeps claims and other resources together in one secure app
- **Neat** – Easy navigation leads to seamless experience before and after all dental visits

SITE MAP

SITE MAP :: Screen Organization and Numbering



LOGON

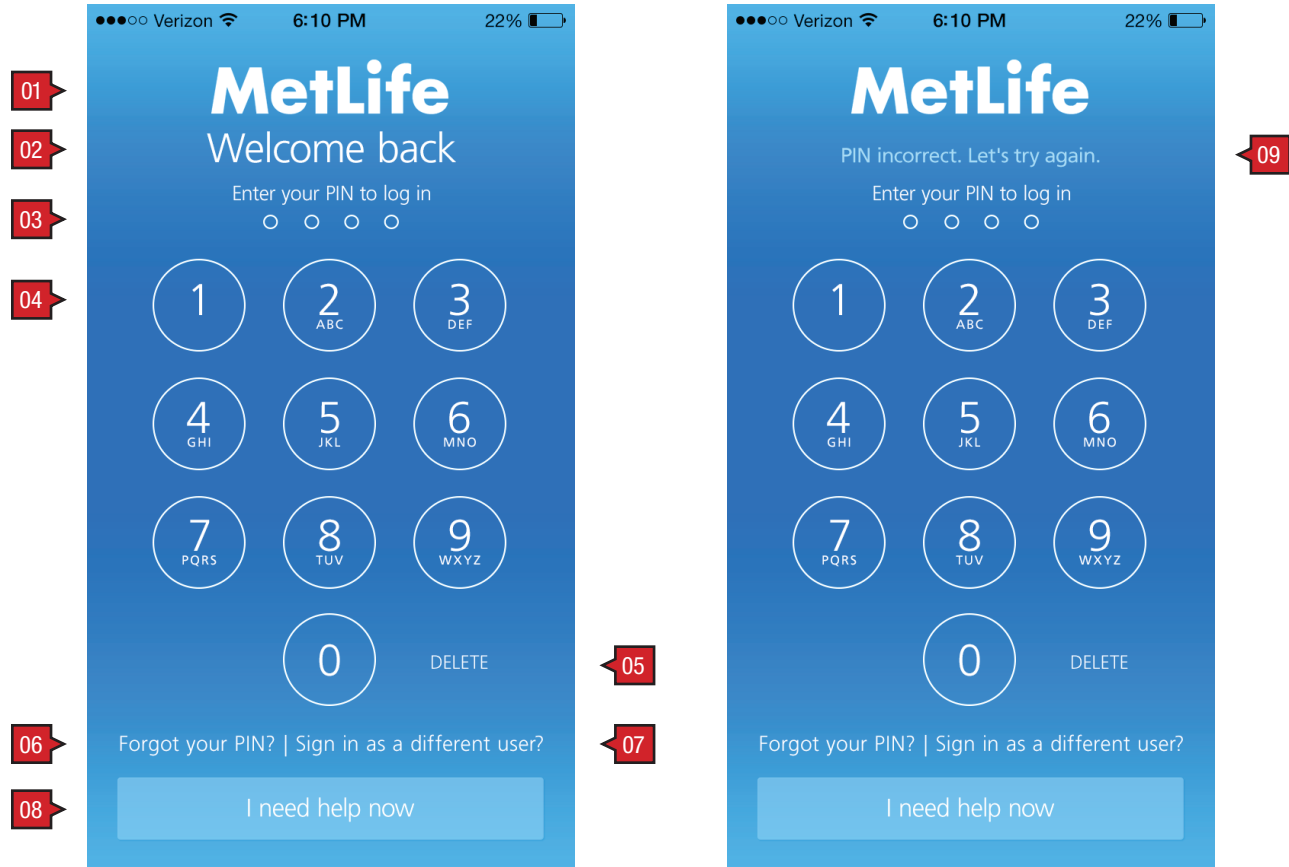


ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

User is loading the app.

Description	Interaction	Notes
01 Brand	None	
02 App name	None	
03 Loading indicator	None	Animated graphic showing that the app is loading.
04 Snoopy graphic	None	



Screen Context / How the User Got Here / Screen Notes

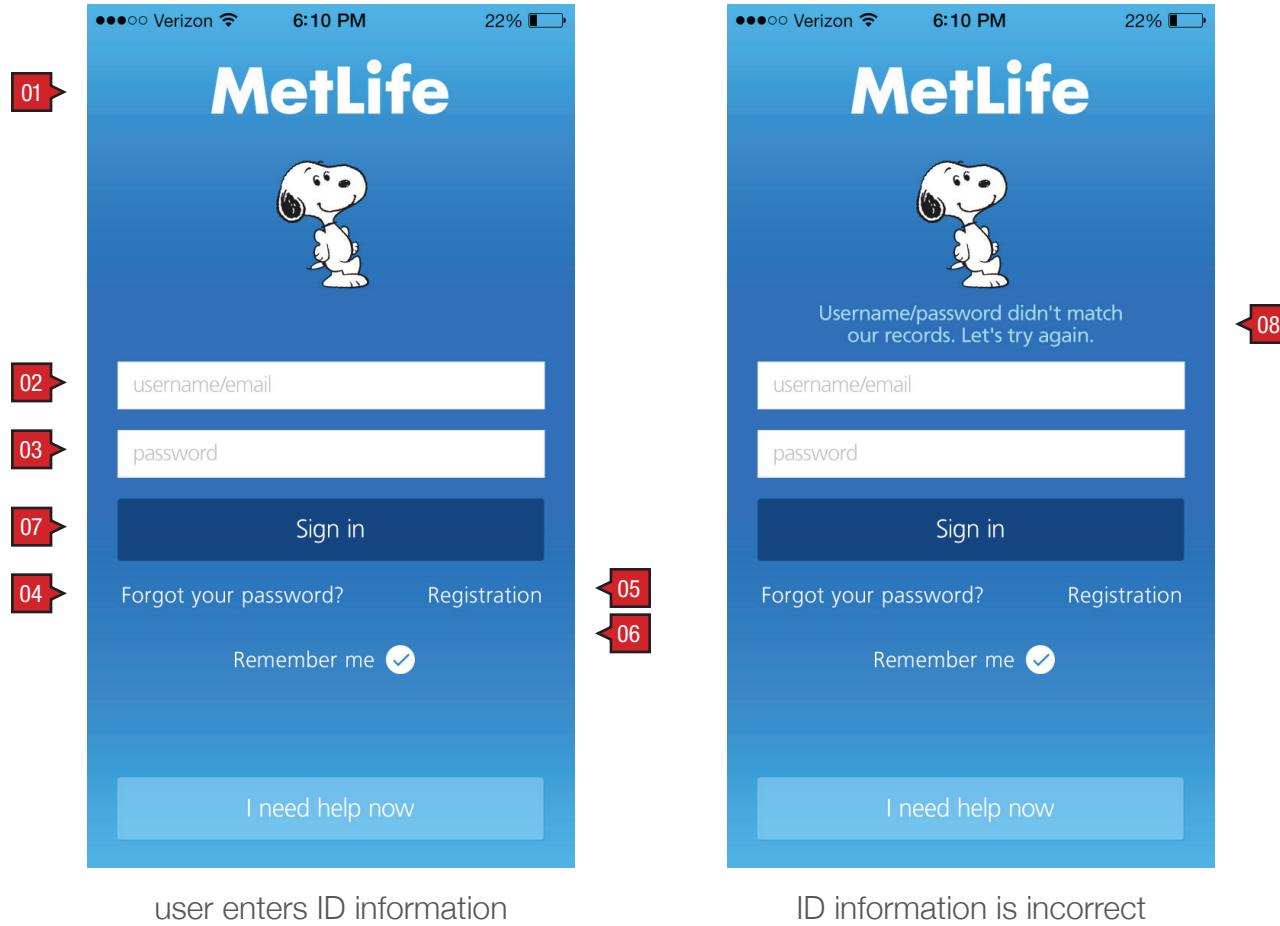
User enters PIN. User is given 3 times to enter PIN correctly before being sent to 0.2 Verify User.

Description	Interaction	Notes
01 Brand (throughout)	None	
02 Header and instructional text	None	
03 PIN enter indicator	None	Indicates the user inputting their PIN number.
04 Keypad buttons	OnTap user enters their PIN number.	
05 Delete button	OnTap the last entered PIN number is removed.	
06 "Forgot your PIN?" link	OnTap user is taken to 0.2 Verify User.	Username is pre-populated on 0.2 Verify User.
07 "Sign in as a different user" link	OnTap user is taken to 0.2 Verify User.	Nothing is pre-populated on 0.2 Verify User.
08 "I need help now" link	OnTap user is taken to 0.3 I Need Help Now screen.	
09 PIN incorrect header	None	User is given the opportunity to input their PIN three times. Before the second and third times they receive this header and have a chance to try again. On a third incorrect entry, the user is taken to 0.2 Verify User.

LOGON :: 0.2 Verify User (enter username and password)



ANNOTATIONS



Screen Context / How the User Got Here / Screen Notes

This screen in a variety of forms is used to verify a user's ID before setting a PIN. The user could arrive here from 0.0 Loading if they haven't already set a PIN; 0.1 Enter PIN, if they have forgotten their PIN and tapped on the associated link; and 0.3 I Need Help Now, if they tapped on the, "Help with my account link".

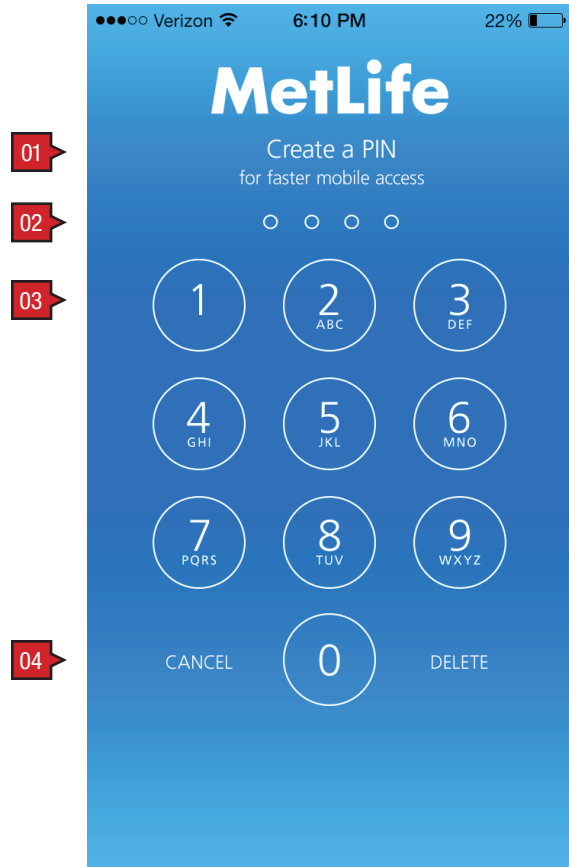
Description	Interaction	Notes
01 Header and body copy	None	This text is contextual and understands how the user arrived here (see note above).
02 "username/email" text entry field	OnTap the default keypad appears offering the user the opportunity to enter their username/email.	
03 "password" text entry field	OnTap the default keypad appears offering the user the opportunity to enter their password.	
04 "Forgot your password?" link	OnTap user is taken to 0.2.2 Accessing My Account.	
05 "Register now" link	OnTap user is taken to 0.2.2 Accessing My Account.	
06 "Remember me" toggle switch	OnSwipe the user can opt for their device to remember their logon information.	
07 "Sign in" link	OnTap the inputted information is verified and if correct, the user is taken to 0.2.1 PIN Setup. If incorrect header changes to reflect that the information isn't correct. User is given two more tries (total 3 tries). If still incorrect, user is taken to 0.2.2 Accessing My Account.	
08 ID incorrect header	None	User is given the opportunity to input their ID information three times. Before the second and third times they receive this header and have a chance to try again (total of 3 tries) On a third incorrect entry, the user is taken to 0.2.2 Accessing My Account.

ANNOTATIONS

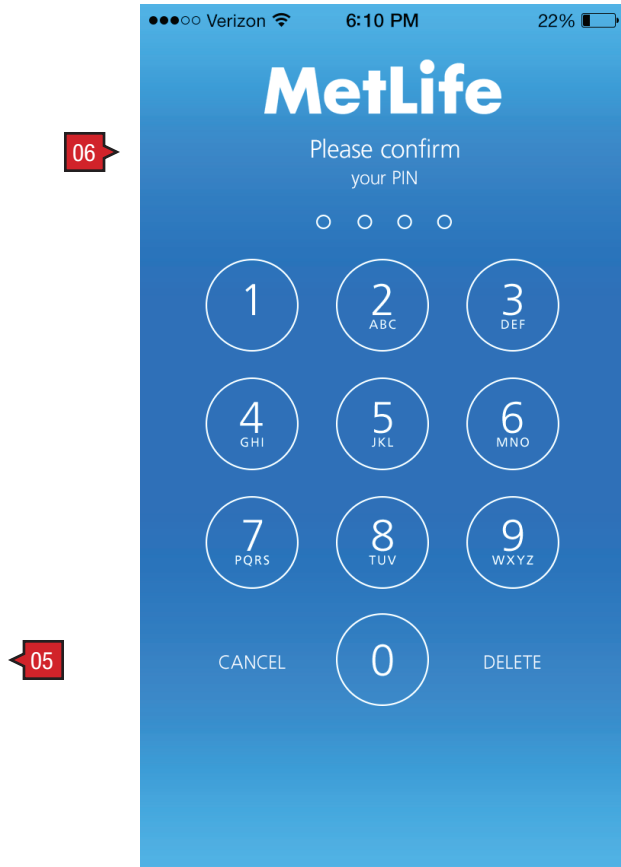
Page Context / How the User Got Here / Page Notes

User has completed the registration process, but hasn't set a PIN.

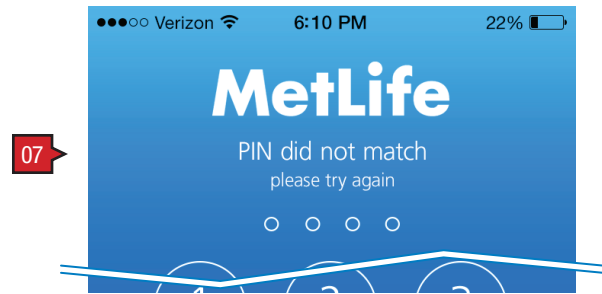
Description	Interaction	Notes
01 Header	None	
02 PIN enter indicator	None	Indicates the user inputting their PIN number.
03 Keypad buttons	OnTap user enters their requested PIN number. After the user enters the fourth digit it is automatically submitted. After the first pass, the screen returns with the revised header text (see, "second pass"). After the second pass, the PIN is verified against the first pass and if consistent, the user is taken to 1.0 Home/Brush Tracking. If the PIN doesn't match, the user gets the error message, "PIN did not match, please try again."	
04 "CANCEL" button	OnTap resets PIN entry and indicator.	
05 "DELETE" button	OnTap the last typed number is deleted.	
06 Confirmation header	None	
07 Error message header	None	



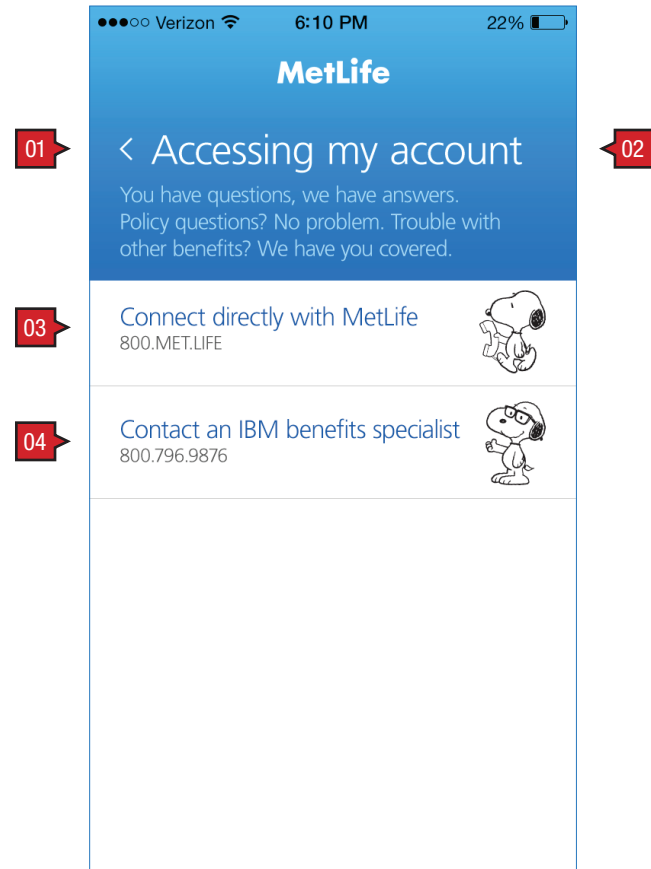
first pass



second pass



error message

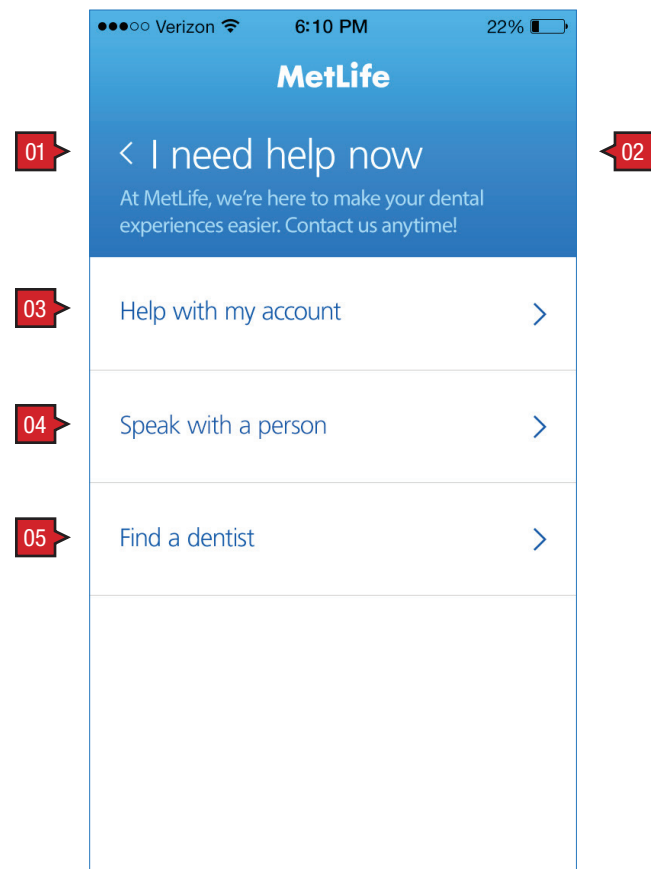


ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

User has forgotten their username and/or password from a variety of possible screens.

Description	Interaction	Notes
01 Back link	OnTap user is taken back to the previous screen 0.2 Verify User.	
02 Header and body copy	None	
03 MetLife information button	OnTap dials MetLife Information.	
04 IBM benefits specialist button	OnTap dials IBM benefits specialist.	



ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

User has tapped on the bottom of the screen, call-to-action link, "I need help now". The user could be coming from either 0.1 Enter PIN, or 0.2 Verify User.

Description	Interaction	Notes
01 Back button	BAU	
02 Header and body copy	None	
03 "Help with my account" link	OnTap	are taken to 0.2.2 Accessing My Account screen.
04 "Speak with a person" link	OnTap	user is taken to a pre-secure logon version of 5.0 Contact screen.
05 "Find a dentist" link	OnTap	user is taken to 4.0 Find a Dentist screen.

LOGON :: 0.4 First Time (overlay)



ANNOTATIONS



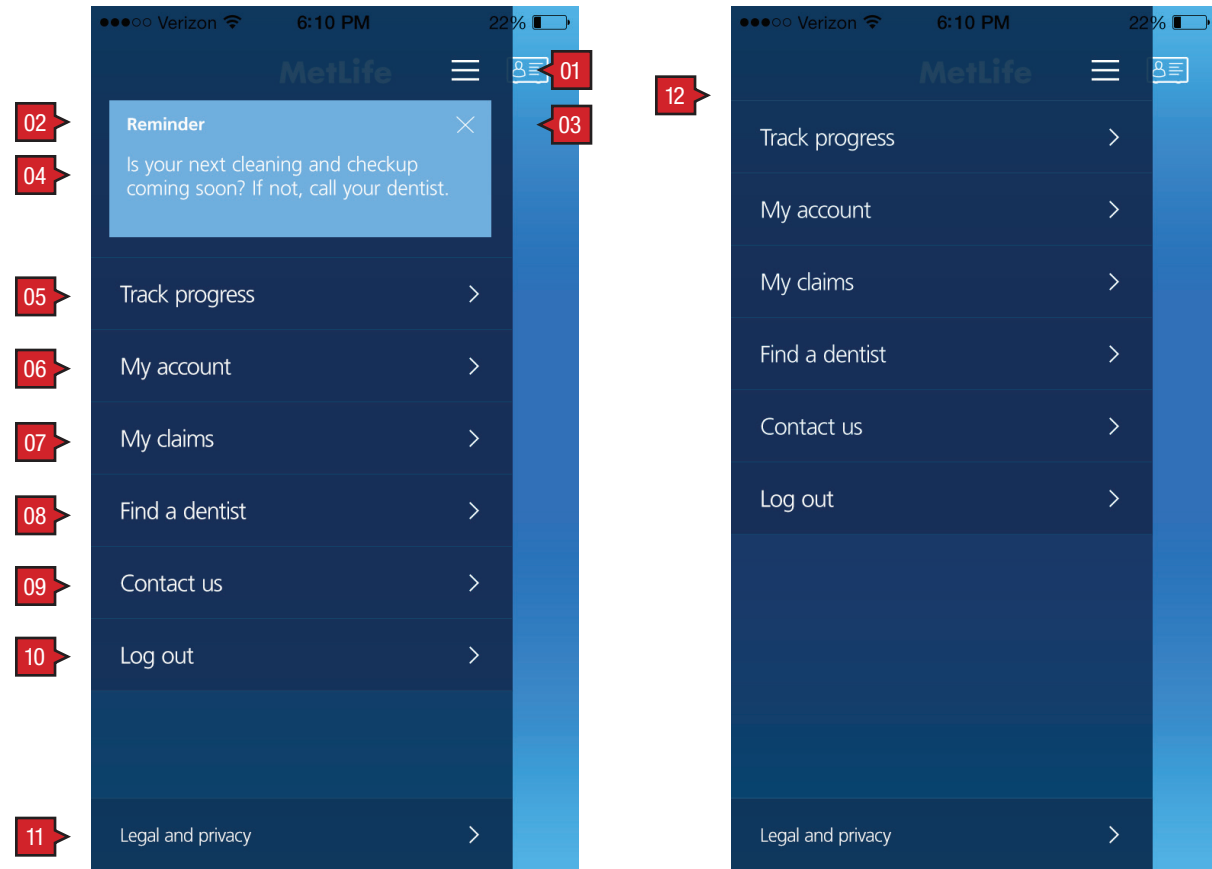
Screen Context / How the User Got Here / Screen Notes

User's first time. The home screen has a tutorial overlay with key functionality pointed out.

Description	Interaction	Notes
01 Navigation button	OnTap the main navigation slide-out is revealed (see Nav.0).	Navigation and User ID links appear throughout all post logged on secure screens.
02 User ID link	OnTap the user is taken to 2.6 ID Card(s).	
03 Instructional overlay	OnTap overlay is closed.	

MAIN NAVIGATION

NAVIGATION :: Nav.0 Navigation Slide-out Overlay



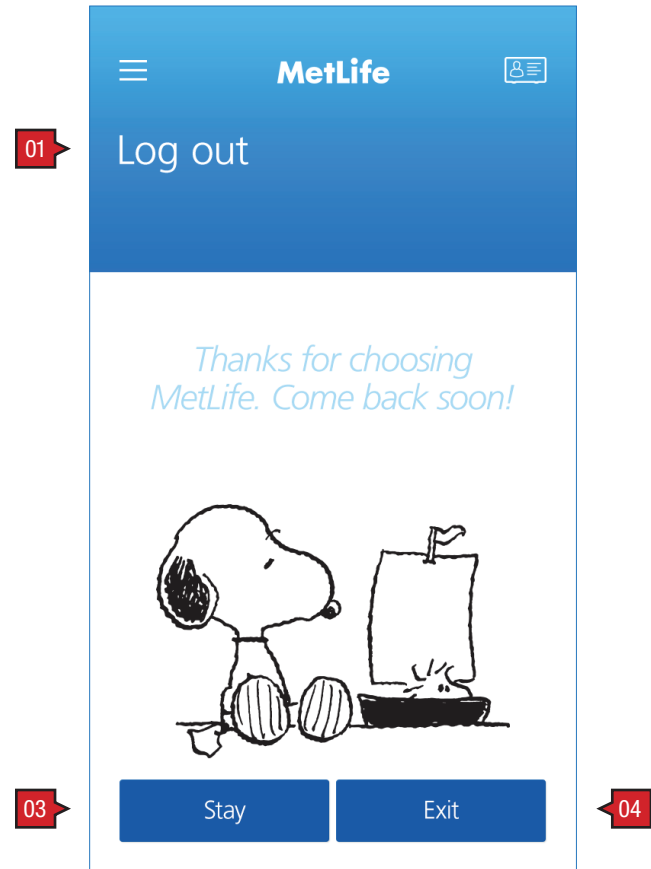
ANNOTATIONS



Screen Context / How the User Got Here / Screen Notes

On all secure screens, the navigation/alerts icon in the upper left corner of the banner opens a slide-out overlay with all main navigation links.

	Description	Interaction	Notes
01	Navigation slider close button	OnTap of the navigation icon, the entire row and anywhere outside of the overlay closes the navigation slider.	
02	Reminder icon and message box	None	Only 'smart reminders' will appear on this screen. Smart reminders will always have a close button (see annotation #3). If there is no active smart reminder, there will be nothing in the message space of this screen (no reminder state). On launch there will be 1 possible smart reminders: Cleaning reminder. At specified intervals throughout the year, the user is reminded that they have attended either 0 or 1 cleaning at that time (based on their claims data). The user is notified that their dental plan allows for 2 cleanings per calendar year, and they're encouraged to scheduled an appointment. This reminder appears until dismissed by the user by clicking on the provided close button.
03	Close button	OnTap Reminder is closed.	
04	Reminder text	None	
05	"Track progress" link	OnTap user is taken to 1.0 Home screen.	
06	"My account" link	OnTap user is taken to 2.0 Account screen.	
07	"My claims" link	OnTap user is taken to 3.0 Claims screen.	
08	"Find a dentist" link	OnTap user is taken to 4.0 Find a Dentist screen.	
09	"Contact us" link	OnTap user is taken to 5.0 Contact screen.	
10	"Log out" link	OnTap user is taken to Nav.1 Logoff Confirmation screen.	
11	"Legal and privacy" link	OnTap user is taken to 7.0 Legal and Privacy.	
12	reminder not shown	None	Navigation shown without a reminder.



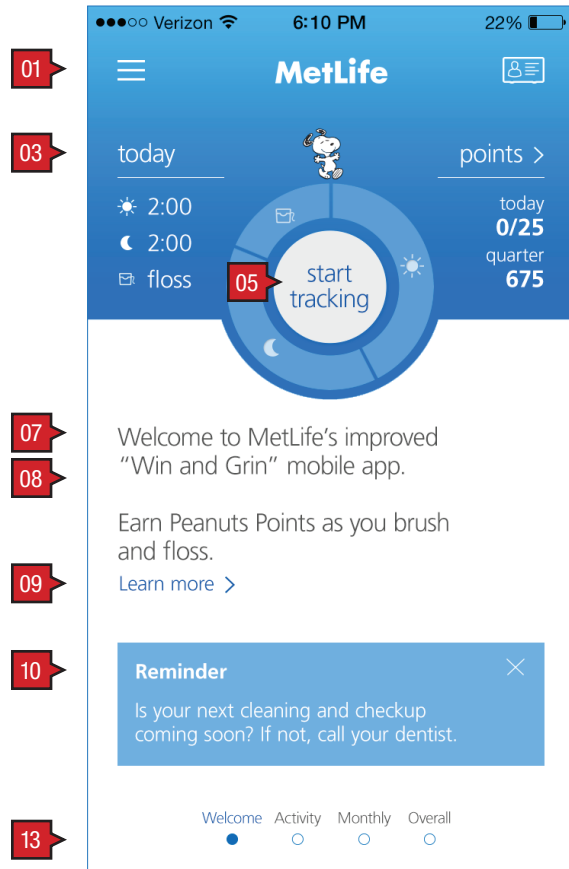
ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

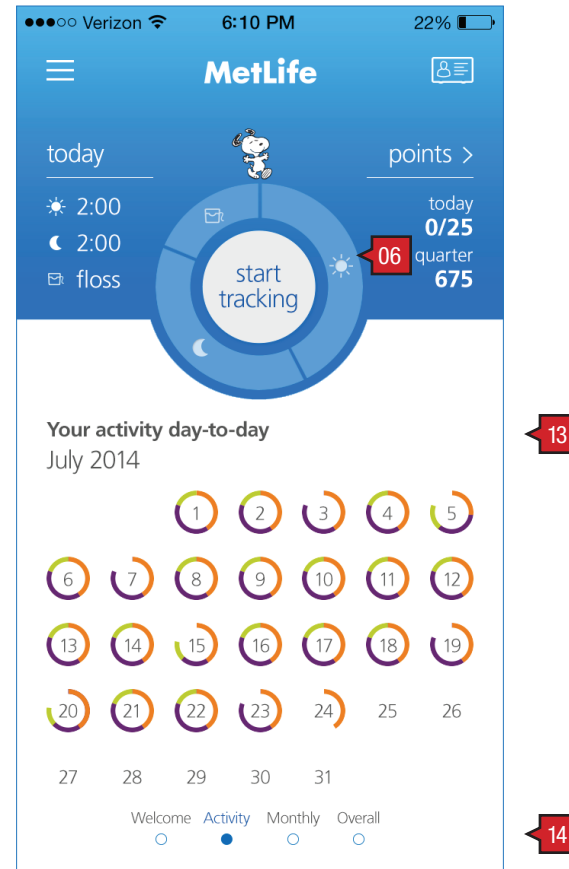
User has arrived here from Nav.0.

Description	Interaction	Notes
01 Header and body copy	None	
02 "Stay" button	OnTap user is taken to the 1.0 Home screen with the carousel set to the "Welcome" screen.	
03 "Exit" button	OnTap user is logged out of the app and returned to their devices screens.	When user returns they will have to re-enter their PIN.

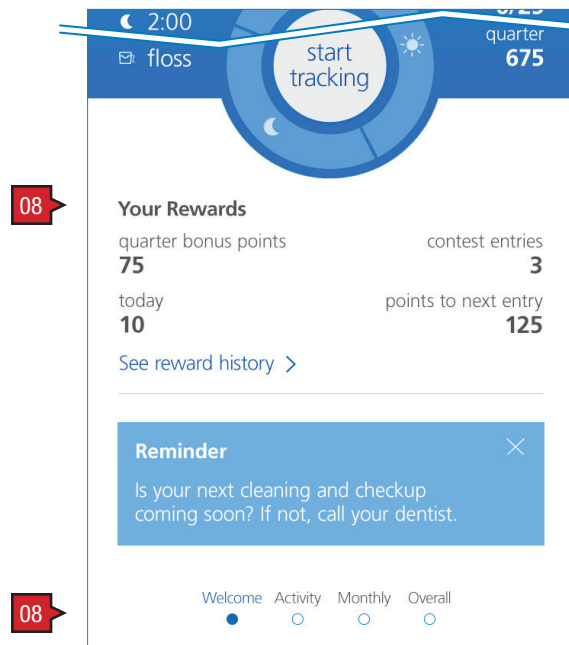
TRACK



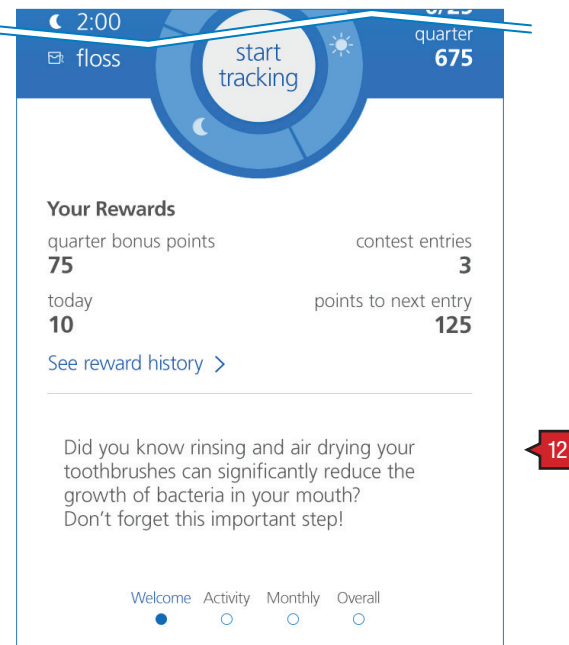
first-time and non-tracking user



activity day-to-day



tracking user



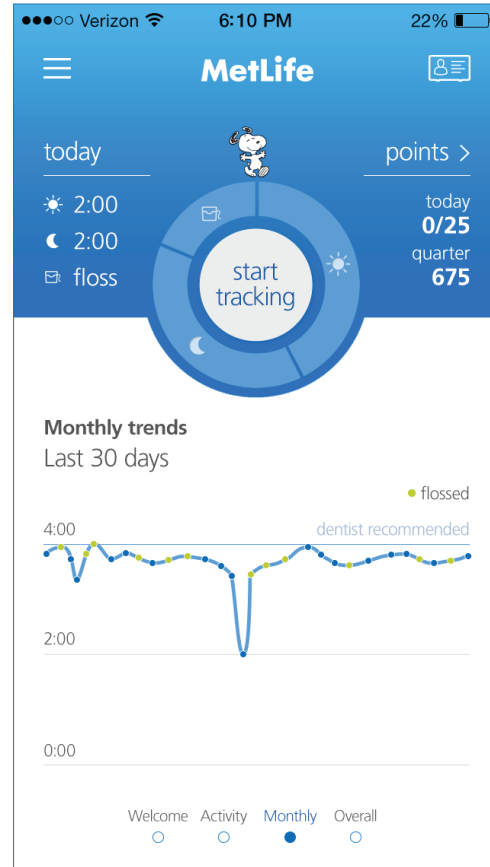
friendly text

Screen Context / How the User Got Here / Screen Notes

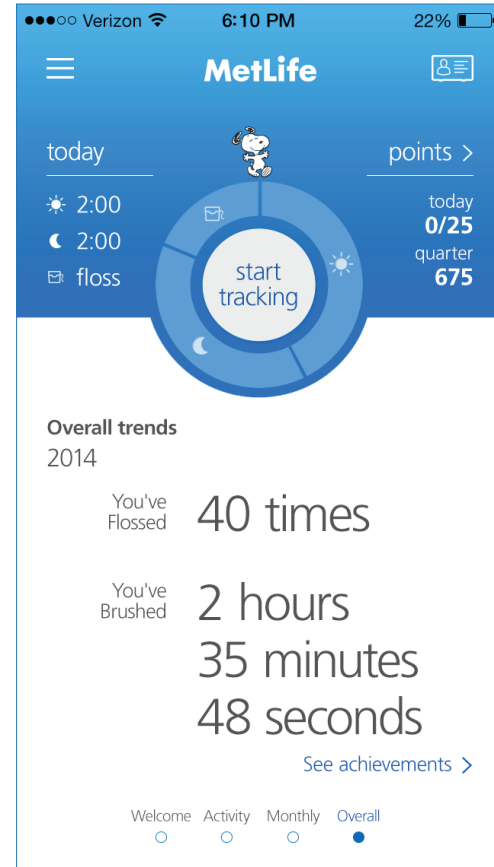
User has securely logged on and has arrived at their home screen. First time users are offered copy inviting them to “start brushing” their brushing routine for points. Return users who have already begun tracking their brushing, are offered a carousel of various views of their progress.

Description	Interaction	Notes
01 Navigation button (throughout)	OnTap the main navigation slide-out is revealed (see Nav.0).	Navigation and User ID links appear throughout all secure screens.
02 ID cards link (throughout)	OnTap user is taken to 2.6 ID Card(s).	
03 Today's tracking prompts		This section has the subhead, “today” and three tracked brushing opportunities: AM; PM; and floss. (See following page.)
04 “points” key information and link	OnTap user is taken to 1.2 Rewards.	Today's points and ongoing total is shown. For greater detail, user clicks on link which sends them to 1.2 Rewards screen.
05 “Start tracking” link	OnTap user is taken to 1.1 Brushing/Flossing Check-In screen. If the user has reached the maximum points for the day by completing all of their trackable oral hygiene, this link is dimmed and does nothing.	Link copy is contextual based on whether or not the user has completed all of their trackable events. (See following page.)
06 Infographic indicators	None	Arcs surround the contextual tracker link reflect the user's daily status with the tracked brushing opportunities: AM; PM; and floss. (See following page.)
07 Carousel view's header, text, and/or infographic (see following page for other states)	OnSwipe the carousel moves through its four states.	At the bottom of the screen is a carousel with four possible states as shown here and the following page.
08 Carousel state 1: Text box/link with contextual copy, and Reminder box (see following)	Text box: First time/non-tracking user: None. Tracking user: OnTap links to 1.2 Rewards. Reminder box: see below.	This text is contextual in that it understands if this is a user's first time, return visitor, but hasn't started tracking, or has begun tracking. For the first time user, the copy is intended to welcome them and to inspire the user to use the apps tracking capabilities. Return users who haven't begun tracking get a message suggesting that they try the tracking feature. After the user has begun tracking, this box is used to summary their rewards and acts as a link to 1.2 Rewards.
09 “Learn more” link	OnTap user is taken to 1.3 Rewards Learn More screen.	
10 Reminder	None	Copy is contextual based on user's activities.
11 Close button	OnTap the reminder is closed and is replaced by “friendly” text (shown).	
12 “Friendly” text	None	“Friendly” text replaces “Reminder” if the user taps on the close button. There is no close button for “Friendly” text.
13 Carousel indicator	None	Indicator shows which of the four states the carousel is showing.
14 Carousel state 2: Your activity day-to-day	OnSwipe the carousel moves through its four states.	

ANNOTATIONS



monthly trends



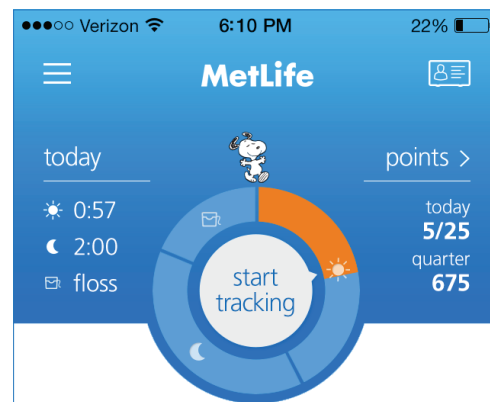
overall trends

Screen Context / How the User Got Here / Screen Notes

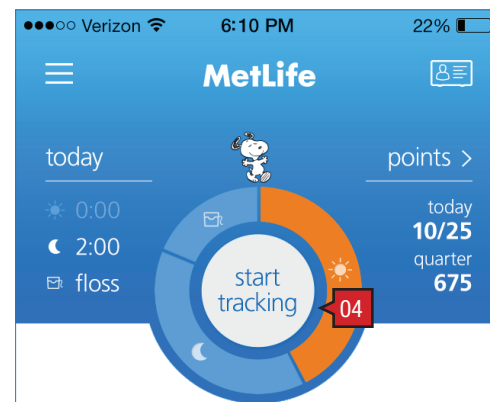
...continued from previous page.

Copy is FPO only. Final copy can be found in the Copy Deck.

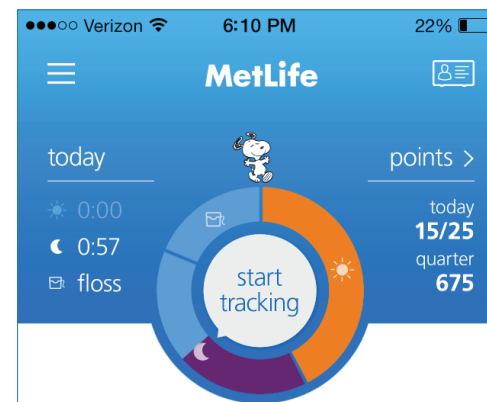
Description	Interaction	Notes
01 Carousel view's header and text/infographic	OnSwipe the carousel moves through its three states.	At the bottom of the screen is a carousel with three possible states as shown here and the previous page.
02 "See achievements" link on Overall trends carousel	OnTap user is linked to 1.2 Rewards.	
03 Tracking prompts: other states	OnTap on "points and rewards" user is taken to 1.2 Rewards.	This section has the subhead, "today" and four tracked brushing opportunities: AM; PM; and floss. (Showing other states.)
04 "Start tracking" link shown in its dimmed state	None	Link copy is contextual based on whether or not the user has completed all of their trackable events.



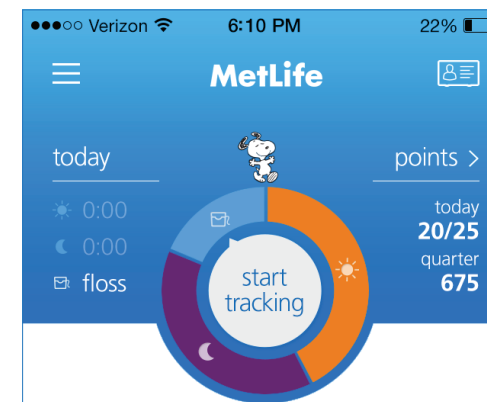
am incomplete



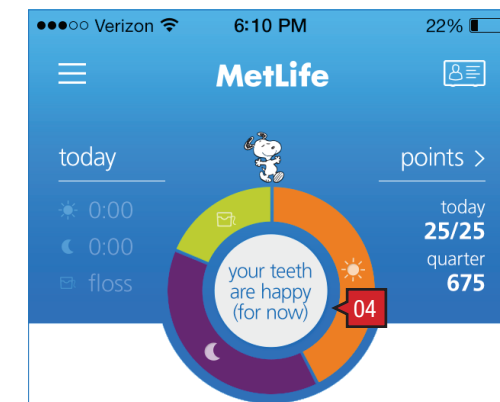
am complete



pm incomplete



pm complete



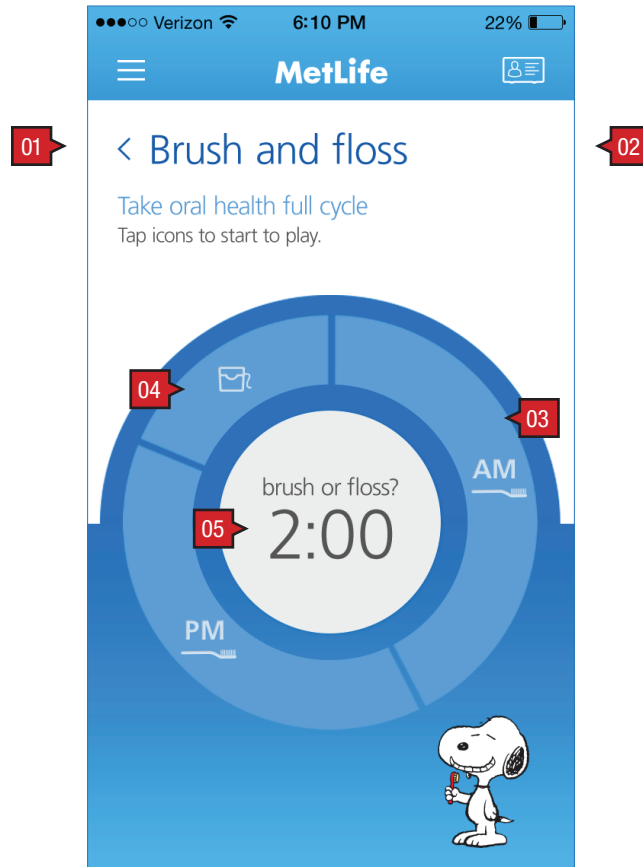
day complete

ANNOTATIONS

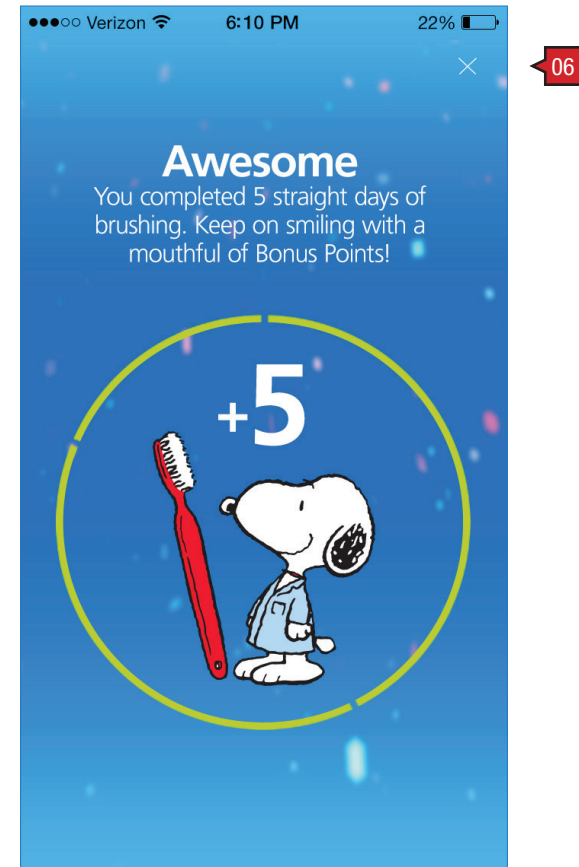
Screen Context / How the User Got Here / Screen Notes

User has arrived here by clicking on the "start tracking" link on 1.0 Home.

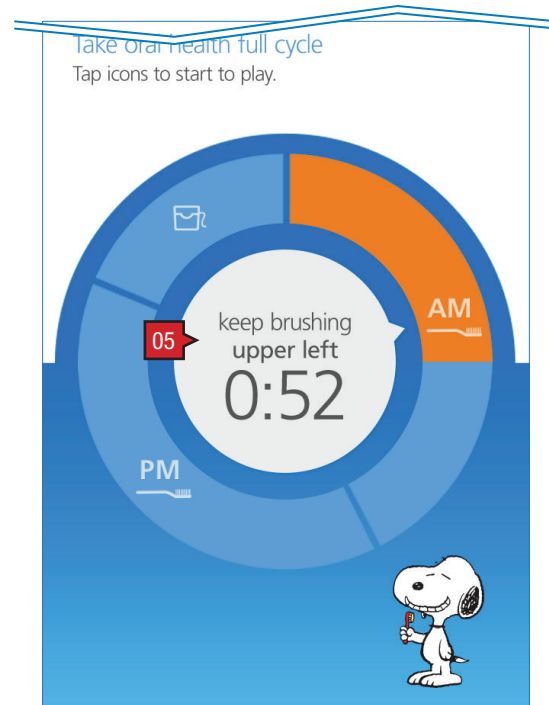
Description	Interaction	Notes
01 Back	None	
02 Header and body copy	None	
03 "start brushing" button	OnTap tracker records the user's success at brushing. The various buttons (shown) change state to reflect the event and where the user is within the event (see note). Buttons toggle between start and stop.	Arc buttons are blue if the event is available and hasn't begun. Buttons are green and shown as progress bars as the event is occurring. Progress bars are tapable to end the event. Arcs that are dimmed out are events not yet available. Text on the button changes to reflect the user and event's current state.
04 "start flossing" button	OnTap tracker records the user's success at flossing. The various buttons (shown) change state to reflect the event and where the user is within the event (see note). Buttons toggle between start and stop.	
05 Tracker text and timer	None	Contextual text and timer showing the status of the current tracking event.
06 Bonus modal and close button	OnTap anywhere the modal is closed. The "X" is redundant.	When the user receives bonus points, a modal appears to offer congratulations.



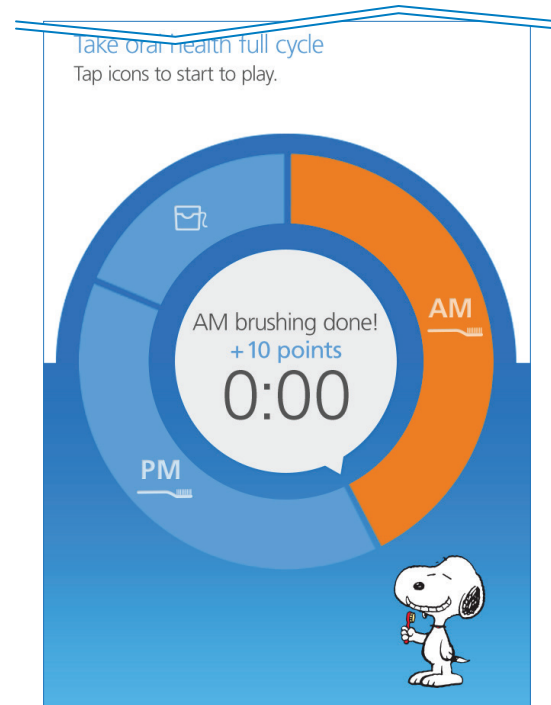
initial state: user is asked whether they'd like to brush or floss?



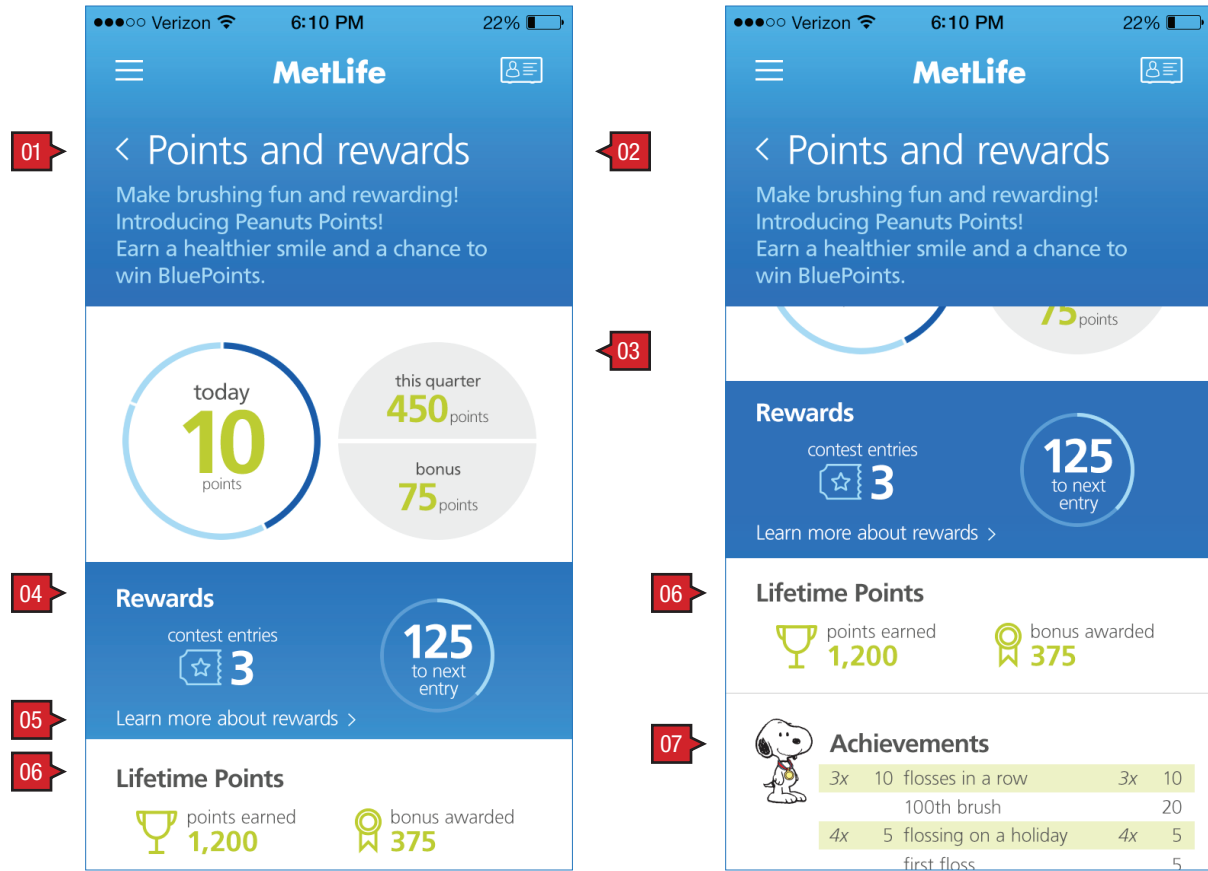
bonus modal



in progress



done



ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

User has clicked the link on 1.0 Home.

Description	Interaction	Notes
01 Back	BAU	
02 Header and body copy	None	
03 Quarter totals	None	Scoring rules in final discussions.
04 Partner Rewards	None	This box can toggle on and off depending on the scale of this project and whether or not a partner has a rewards program. IBM is currently planning on have a rewards program, so its shown here.
05 "Learn more" link	OnTap user is taken to 1.3 Rewards Learn More screen.	
06 Lifetime totals	None	Scoring rules in final discussions.
07 Achievements: icon, header and list of achievements	None	Achievements are listed by most recent first. FPO (For Position Only). Copy – list of achievements – can be found in the Copy Deck.

Standard Criteria

Flossing: Possibilities are either 0 points or 5 points. Completion based task.

Brushing (morning and evening): Possibilities break out in the following way:

- 00 – 030 seconds: 02 points
- 30 – 060 seconds: 05 points
- 60 – 090 seconds: 08 points
- 90 – 120 seconds: 10 points

Reward Points

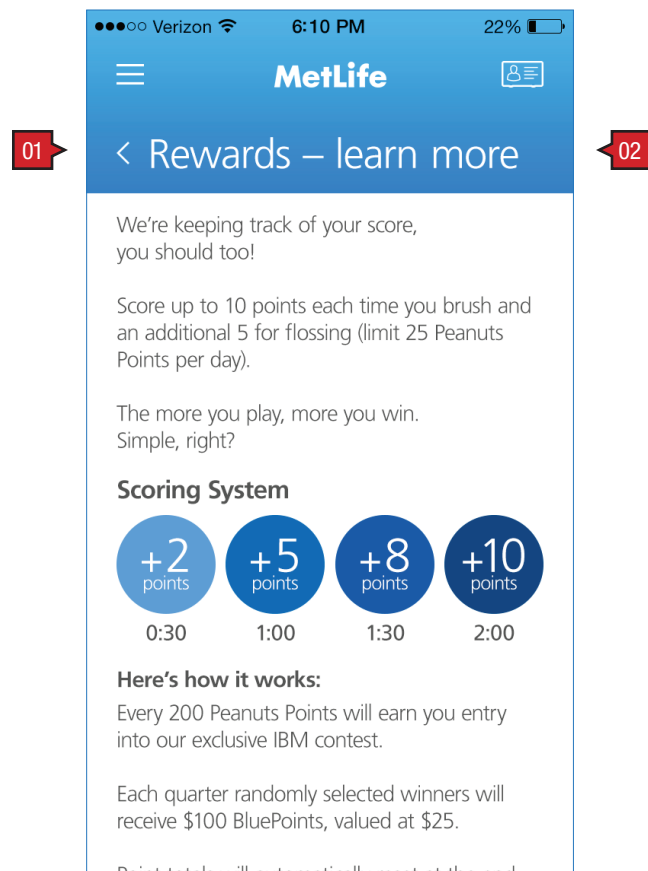
- Every 200 points is equal to 1 lottery entry
- Users will be entered into a lottery for 100 BluePoints = \$25
- Each lottery will have 10 winners
- User's "Peanuts Point" accumulation will reset at the start of each new lottery period
- Lottery will be run quarterly

Bonus Points Flossing

first floss.....	5 points
50 floss.....	20 points
5 flosses in a row.....	5 points
10 flosses in a row.....	10 points
3 flosses on Sunday.....	5 points
flossing on holiday (Valentines Day, New Years Day, 4 of July) ..	5 points

Bonus Points Brushing

first brush.....	5 points
100 floss.....	20 points
5 days consecutively (10 minutes).....	5 points
5 days consecutively (15 minutes).....	10 points
7 minutes on a weekend.....	5 points
3 different locations (TBD).....	10 points



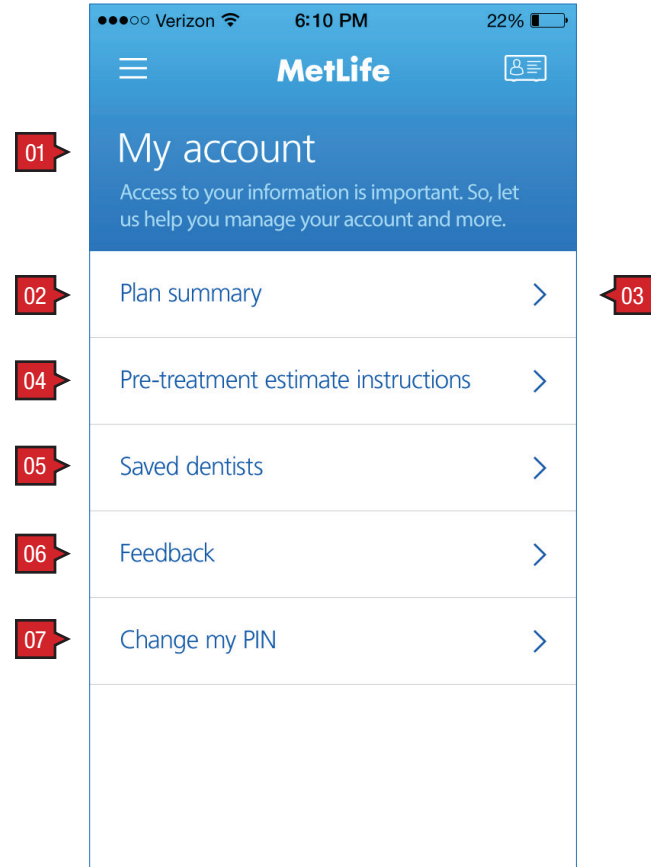
ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

User has linked here from 1.0 Track and 1.2 Rewards screens.

Description	Interaction	Notes
01 Back link	BAU	
02 Header and body copy	None	

ACCOUNT



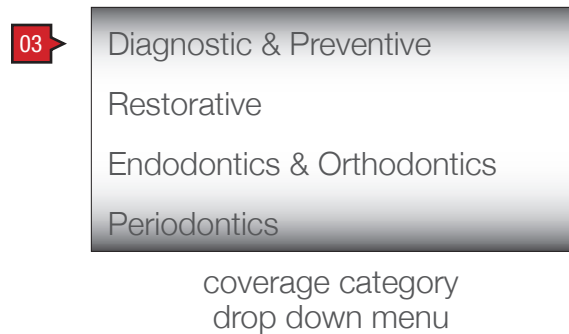
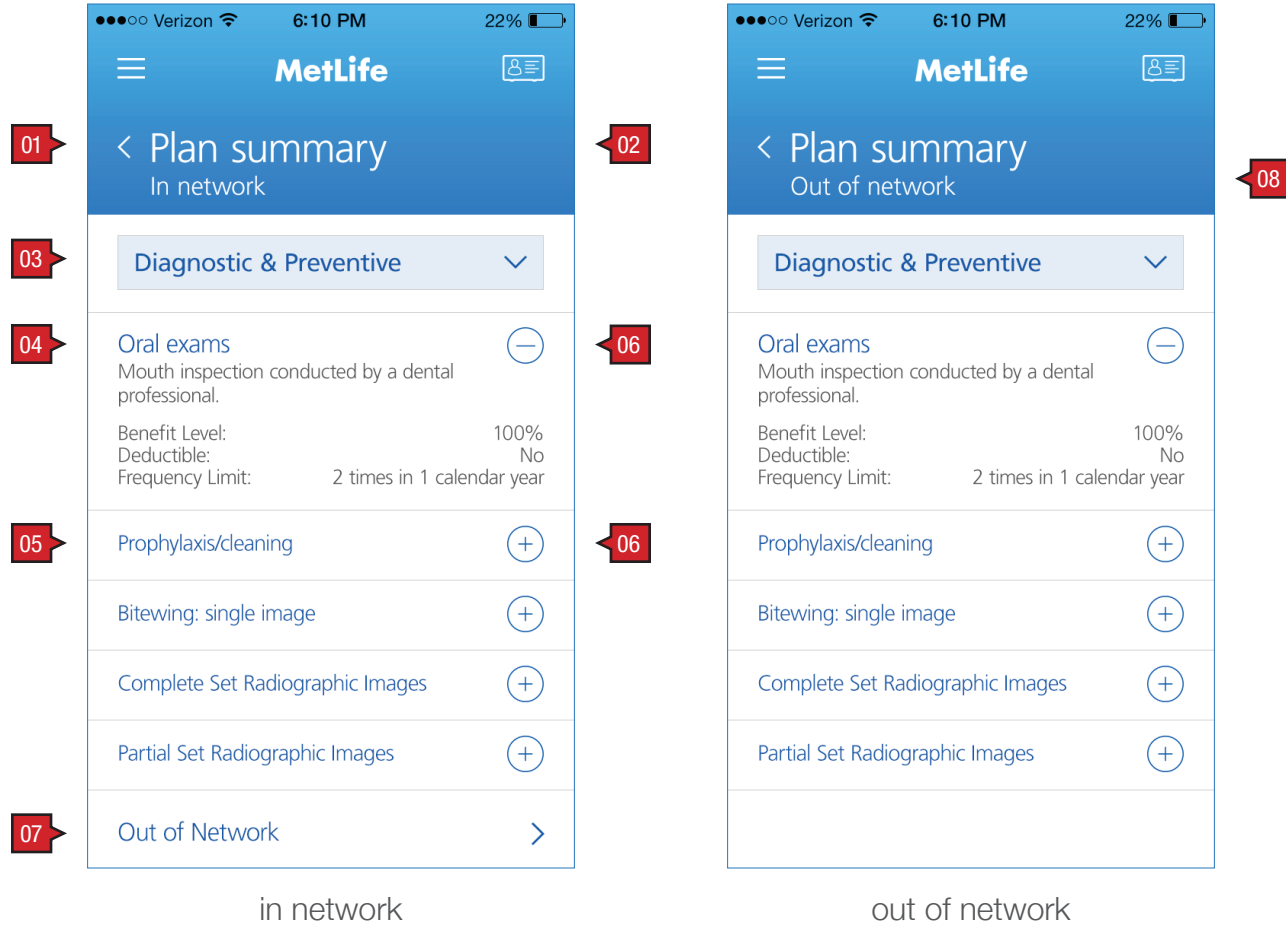
ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

2.0 Account is access through the main navigation.

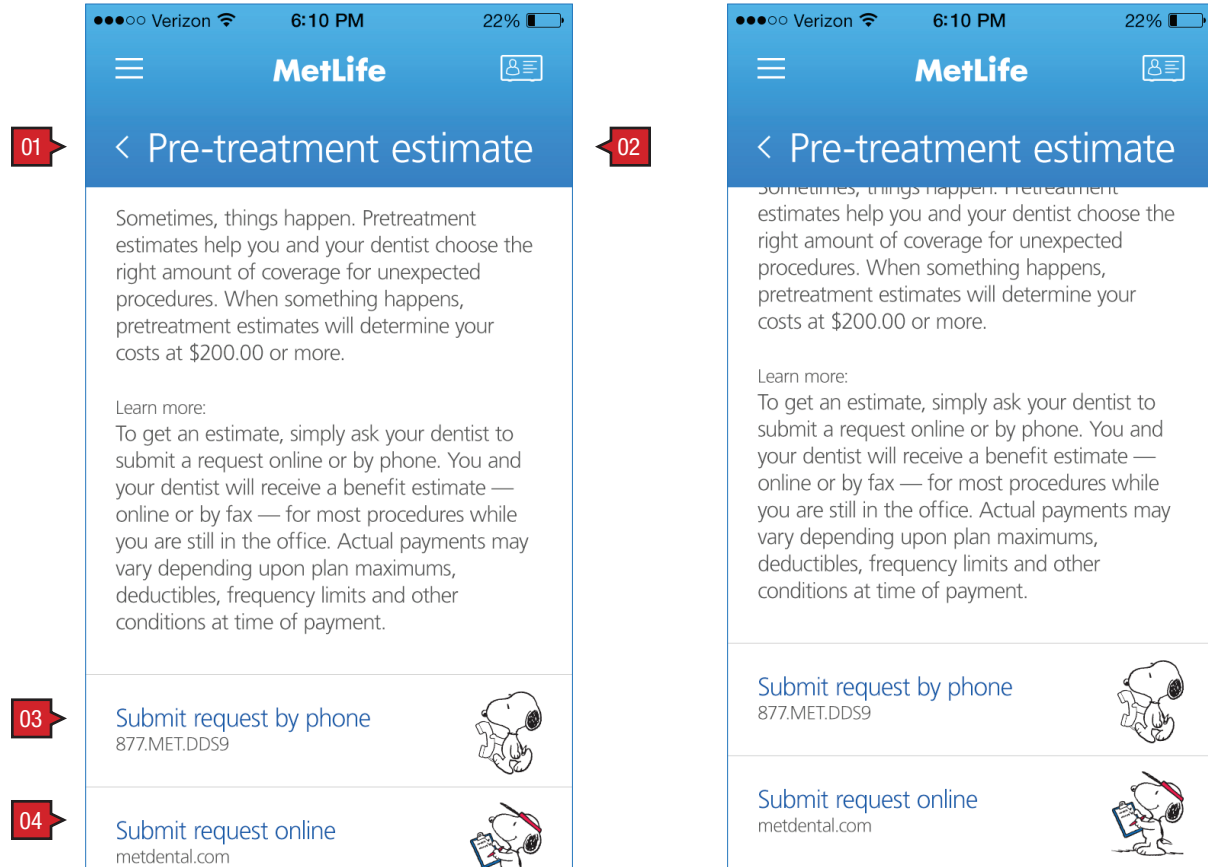
Description	Interaction	Notes
01 Header and body copy	None	
02 "Plan summary" link	OnTap user is taken to 2.1 Plan summary.	
03 Link icon		
04 "Pretreatment estimate instructions" link	OnTap user is taken to 2.2 Pretreatment Estimate Instruction.	
05 "Saved dentists" link	OnTap user is taken to 2.4 Saved Dentist(s).	
06 "Feedback" link	OnTap user is taken to 2.5 Feedback.	
07 "Change my PIN" link	OnTap user is taken to 0.2 Verify User in a post-logged on state.	

ANNOTATIONS



Screen Context / How the User Got Here / Screen Notes
 User has arrived here from 2.0 Account.
 Final copy for procedure descriptions can be found in the Copy Deck.

Description	Interaction	Notes
01 Back link	BAU	
02 Header	None	
03 Procedure filter	OnTap user has the option to filter the list of procedures.	Categories: Diagnostic & Preventive (default) Restorative Endodontics & Orthodontics Periodontics Prosthetics & Implants Oral Surgery Other
04 Procedure container (expanded)	OnTap container toggles between its expanded and collapsed states.	Container includes: · procedure name and description · benefit level · deductible (yes/no) · frequency limit
05 Procedure container (collapsed)	Note: Expanding a container collapses an open one. Only one container remains open at a time to keep screen scroll reasonable.	
06 Collapse/expand icon		
07 "Out of network" link	OnTap user is taken to a similar page focused on the plan summary for out of network procedures. This toggles between "Out of network" and "In network" (see example at left).	Link is anchored at the bottom of the screen.
08 "Out of network" header	None	

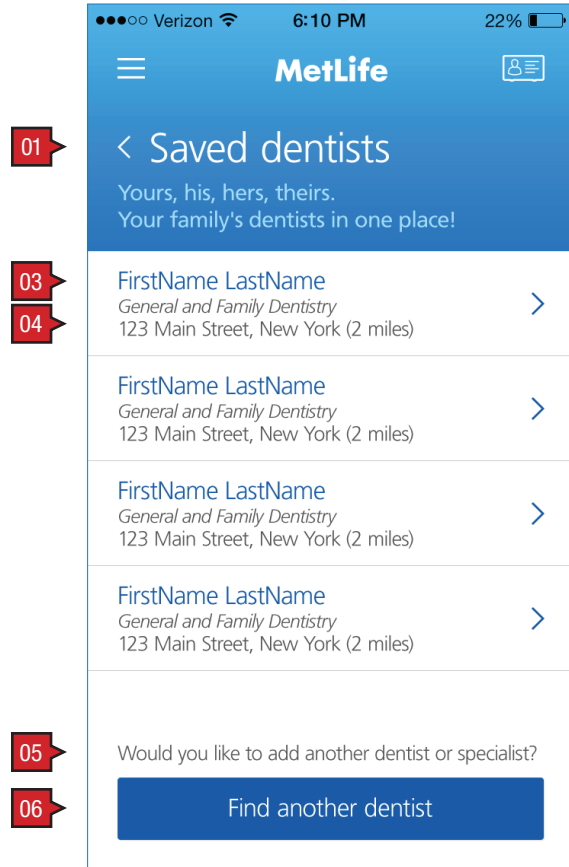


Screen Context / How the User Got Here / Screen Notes

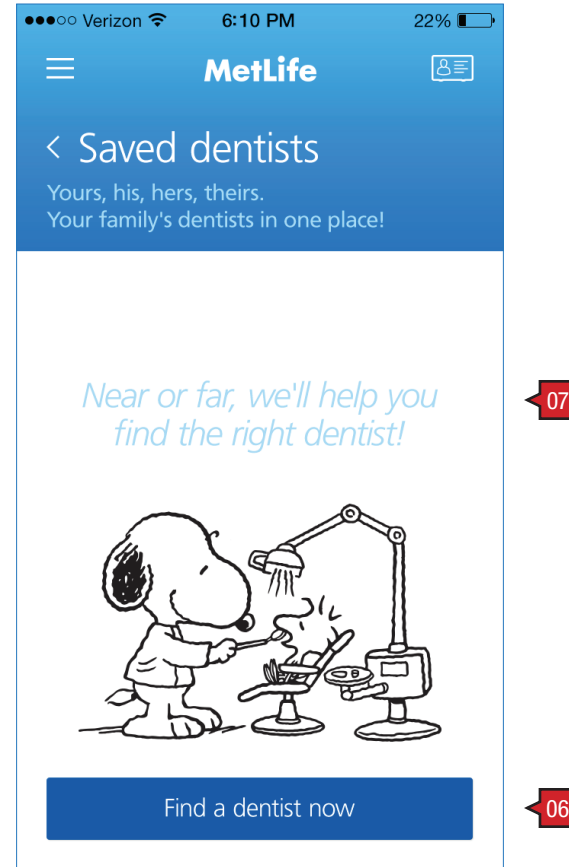
User has linked here from 2.0 Account screen.

Description	Interaction	Notes
01 Back link	BAU	
02 Header and body copy	None	
03 Phone button	OnTap phone calls the number.	
04 Web link	OnTap metlife.com opens in another browser window.	

ANNOTATIONS



dentists saved



no dentists saved

Screen Context / How the User Got Here / Screen Notes

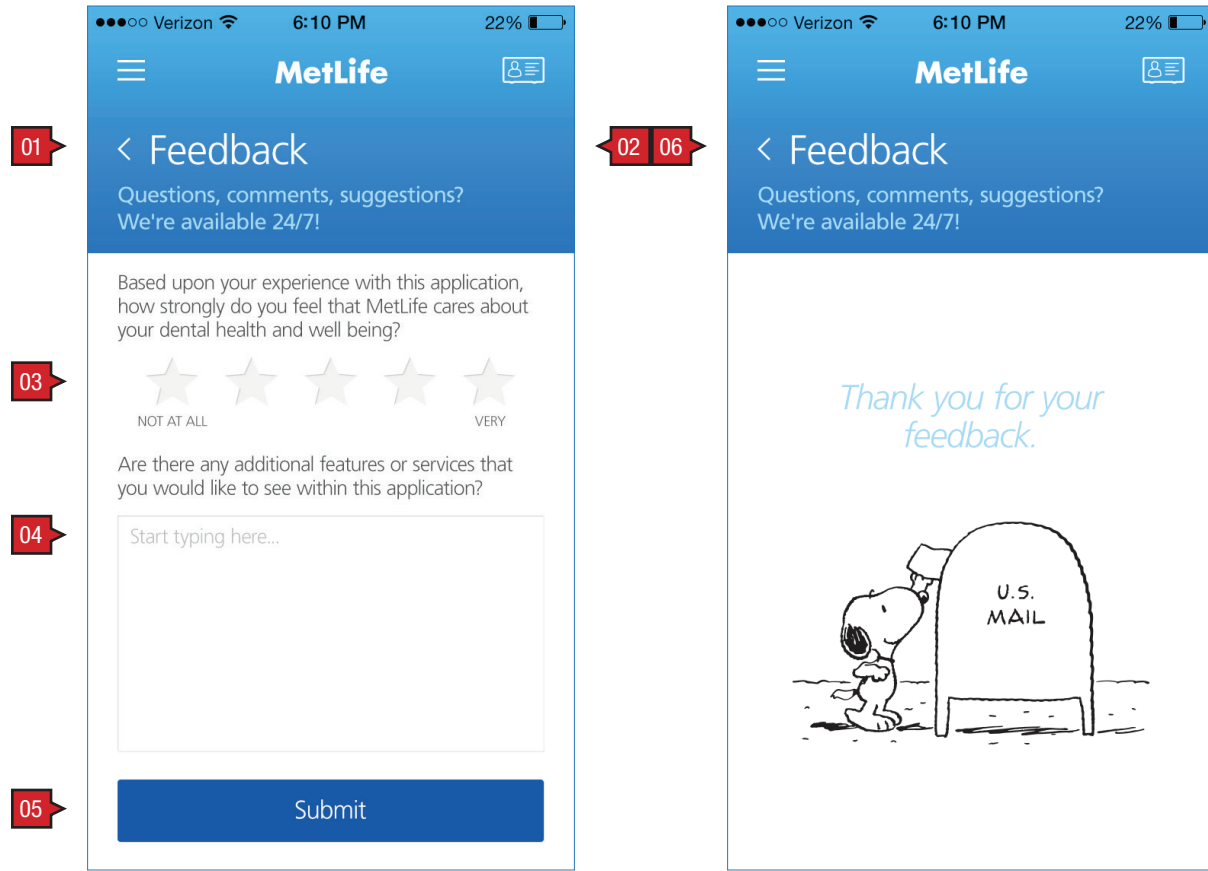
User has arrived from 2.0 My Account screen.

Description	Interaction	Notes
01 Back link	BAU	Header is the same in both states, dentists saved and no dentists saved.
02 Header text and body copy	None	Text is contextual and is sensitive to whether or not the user has saved a dentist.
03 Dentist's name link	OnTap user is taken 4.1.1 Dentist Details screen.	
04 Dentist information text	None	
05 Instructional text	None	
06 "Find another dentist" link	OnTap user is taken to 4.0 Find a Dentist screen.	Call to action link is contextual and knows if the user has saved a dentist or not. When there is no dentist saved, the link reads, "Find a dentist now".
07 Null state copy and Snoopy graphic	None	

Screen Context / How the User Got Here / Screen Notes

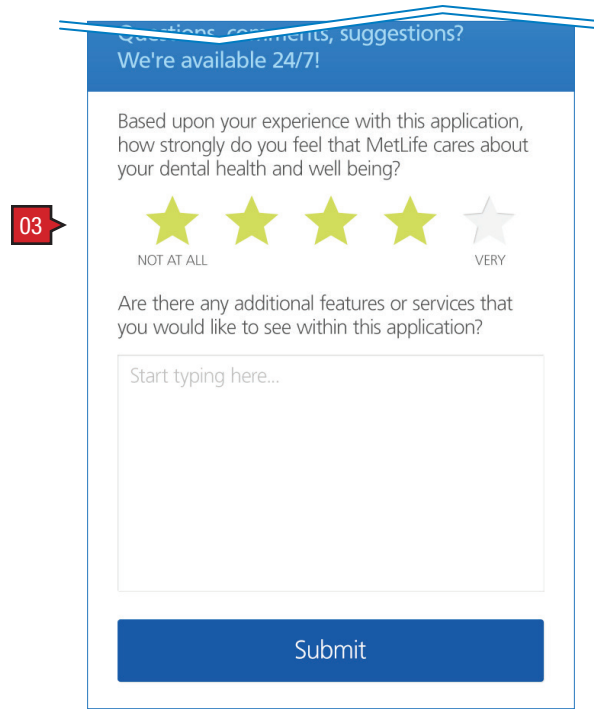
User has arrived here from 2.0 Account screen. Showing is both the input screen and the corresponding confirmation screen.

Description	Interaction	Notes
01 Back link	BAU	
02 Header and body copy	None	
03 Stars buttons	OnTap the star rating the user chose is highlighted (see "rated").	Shown both empty and rated (below).
04 Text entry field	User can enter feedback in the provided text field.	
05 Submit button	OnTap text is submitted and user is shown the confirmation screen.	Feedback is submitted to OpinionLab.
06 Back link (confirmation stage)	BAU	Please note that this link will take the user back to 2.0 Account screen and not to the pre-submit 2.5 Feedback screen.

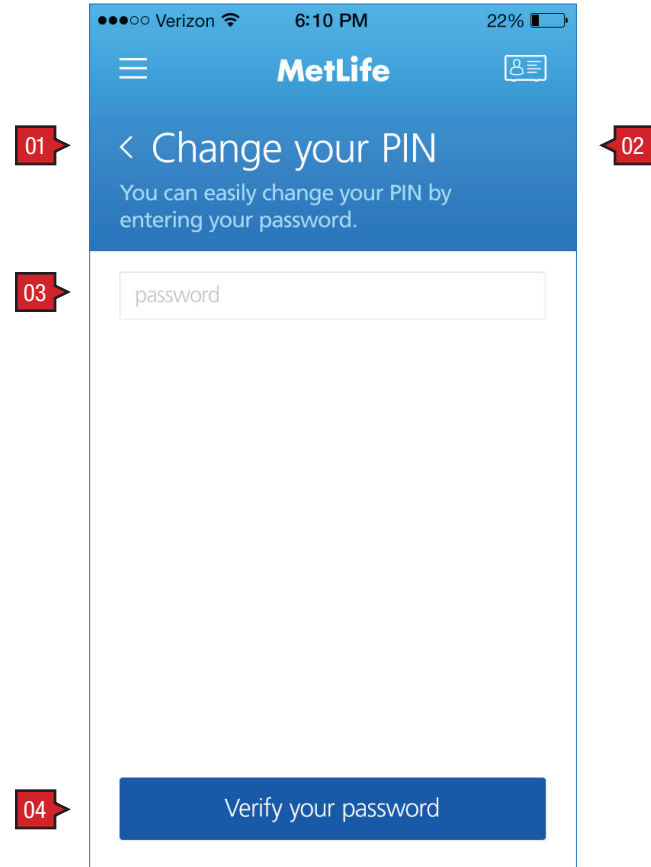


empty

sent



rated



ANNOTATIONS

Screen Context / How the User Got Here / Screen Notes

User has arrived here by tapping on the link provided on 2.0 Account screen.

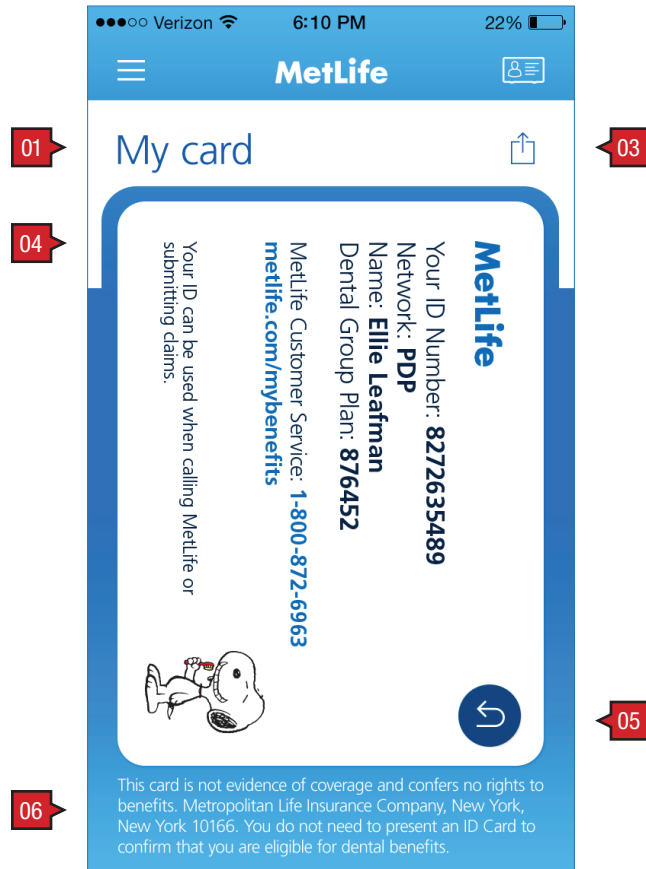
Description	Interaction	Notes
01 Back link	BAU	
02 Header and body copy	None	
03 Enter password text field	User has the opportunity to enter their password for varification.	
04 "Verify your password" link	OnTap the inputted information is verified and if correct, the user is taken to 0.2.1 PIN Setup. If incorrect header changes to reflect that the information isn't correct. User is given two more tries (total 3 tries). If still incorrect, user is taken to 0.2.2 Accessing My Account screen.	

ANNOTATIONS

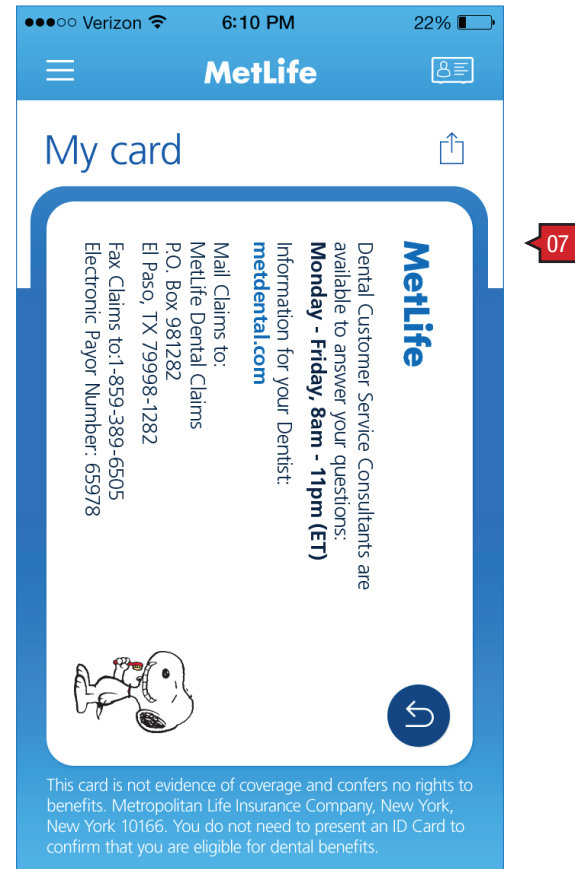
Screen Context / How the User Got Here / Screen Notes

User has either navigated here from ID card icon in the banner, or tapped on the link from 2.0 My Account screen.

Description	Interaction	Notes
01 Back link	BAU	
02 Header	None	
03 Share button	OnTap the share pop-up menu appears with the option to email, message, or cancel.	See modal example below.
04 ID card	None	ID card is positioned based on the phone's motion detect function. It always appears in landscape view, but can be rotated 180 degrees based on how the user is holding their phone.
05 Other side button	OnTap the ID card revolves showing the backside.	
06 Disclaimer text	None	Please note that Legal and Privacy copy will remain the same as the existing MetLife US app, unless feedback is provided that modifications are needed.
07 Back of ID card shown	None	
08 Email button	OnTap the user is given the opportunity to email this contact information. BAU.	
09 Message button	OnTap the user is given the opportunity to message this contact information. BAU.	
10 Cancel button	BAU.	



ID card front

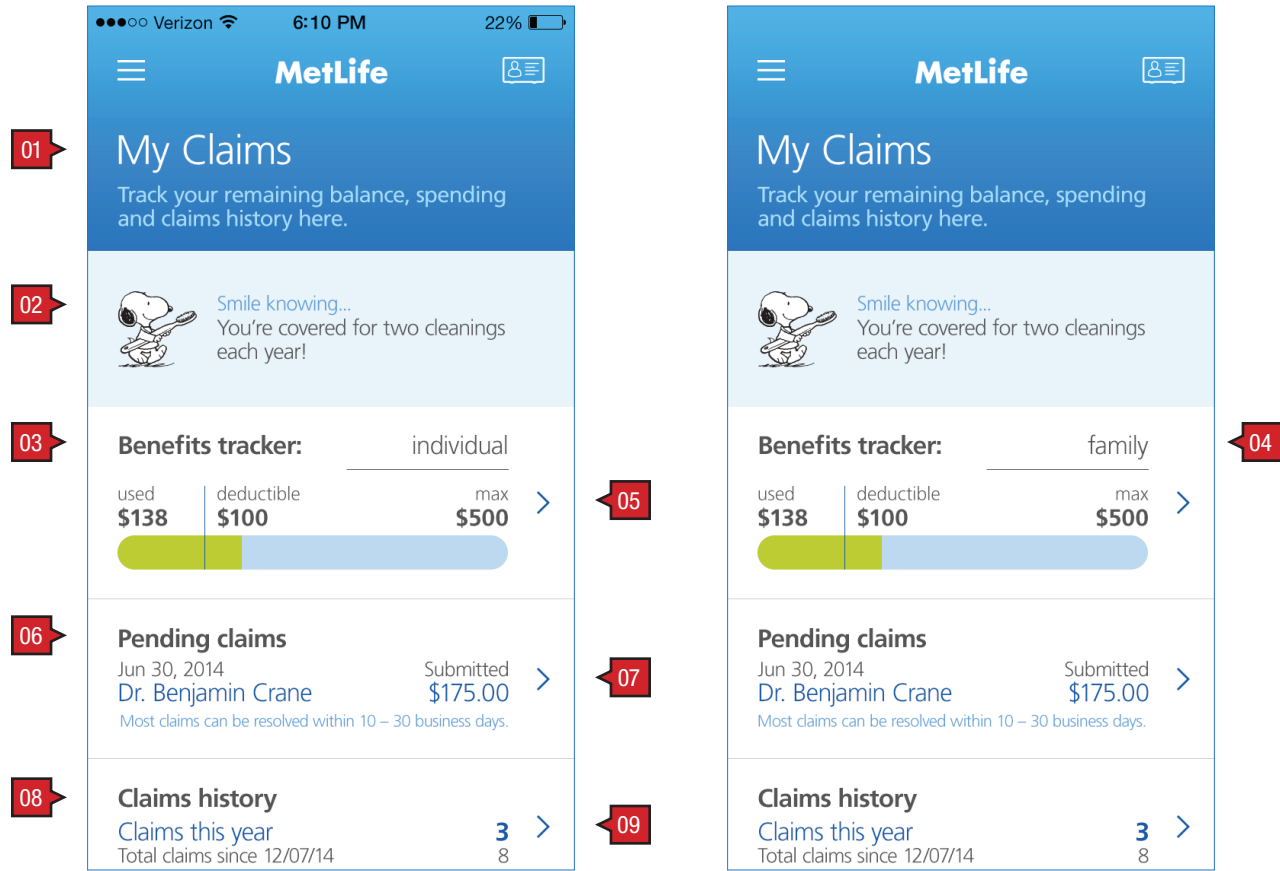


ID card back



share modal

CLAIMS



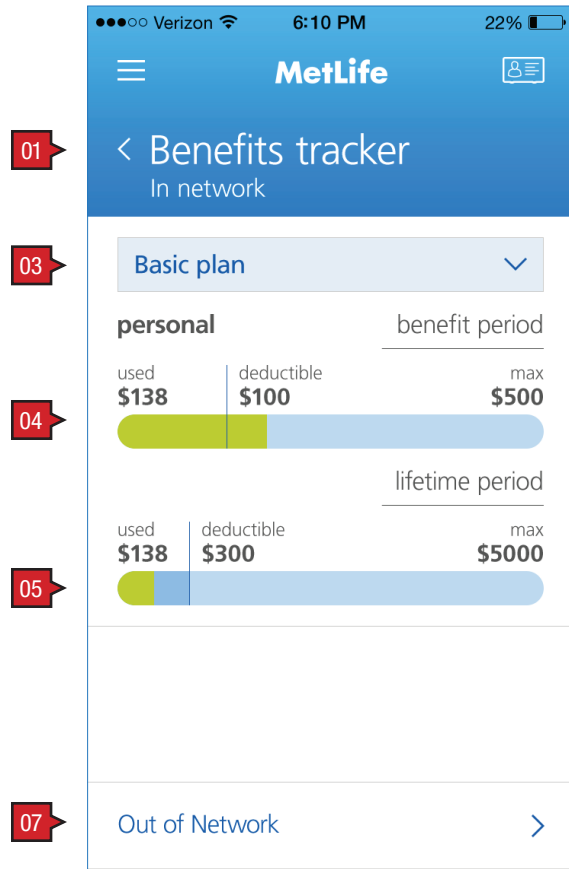
Screen Context / How the User Got Here / Screen Notes

User has arrived here from the main navigation slide-out. The benefits tracker is contextual based on whether or not the user has dependents. 3.0 My Claims dashboard offers a reminder message, and 3 links: 3.1 Benefits Tracker; 3.2 Active Claims; and 3.3 Claims History.

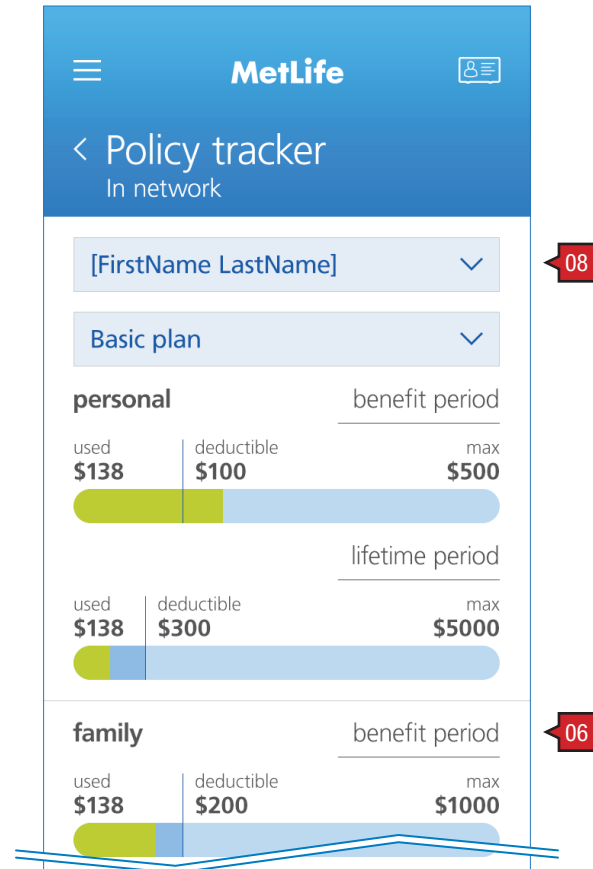
Benefits Tracker shown is based on a plan with a deductible and maximum. Depending on the user's plan, deductible, and/or maximum may not be applicable.

Description	Interaction	Notes
01 Header and body copy	None	
02 Friendly reminder	None	
03 Benefits Tracker header, info graphic and link (no dependents shown)	OnTap user is taken to 3.1 Benefits Tracker.	3.0 Claims is a dashboard to the Claim section. There are three bands of information that function as links to their respective subsection: 3.1 Benefits Tracker; 3.2 Pending Claims; and 3.3 Claims History. The entire content of these bands is tappable and links the user to their intended target.
04 Benefits Tracker header and link (dependents shown)	OnTap user is taken to 3.1 Benefits Tracker.	Benefits Tracker: Infographic that is contextual based on whether or not the user has dependents, deductible and maximum benefit as a part of their plan.
05 Link icon	OnTap user is taken to 3.1 Benefits Tracker.	
06 "Pending claims" header, text and link	OnTap user is taken to 3.2 Pending Claims.	Pending claims: Date submitted, doctor/office name, amount, and process date.
07 Link icon	OnTap user is taken to 3.2 Pending Claims.	
08 "Claims history" header, text and link	OnTap user is taken to 3.3 Claims History.	Claims history: number of claims, total claims process within a timeframe.
09 Link icon	OnTap user is taken to 3.3 Claims History.	NOTE: Any dashboard item that currently has no items has text that is similar to the below "null state" example:

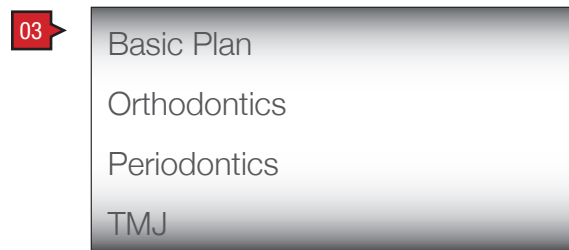
[Name] has no pending claims



no dependents



dependents



coverage category drop down menu

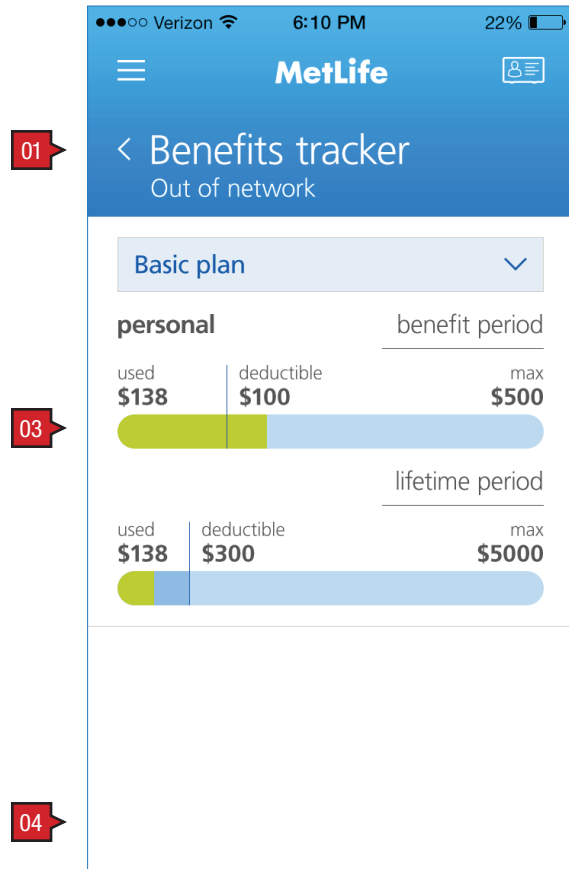


family member drop down menu

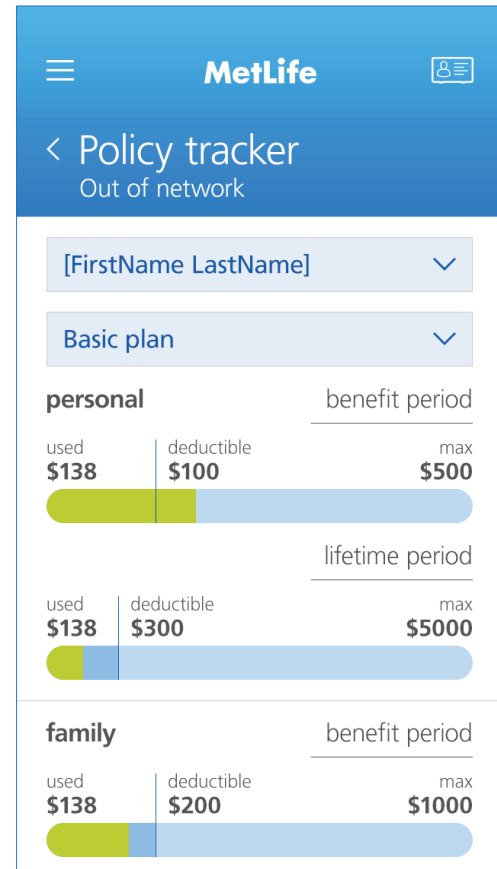
Screen Context / How the User Got Here / Screen Notes

User has arrived by tapping on the link provided on 3.0 My Claims. 3.1 Benefits Tracker is contextual based on whether or not the user has dependents. If there are dependents a drop down menu offers the user the ability to filter by dependent.

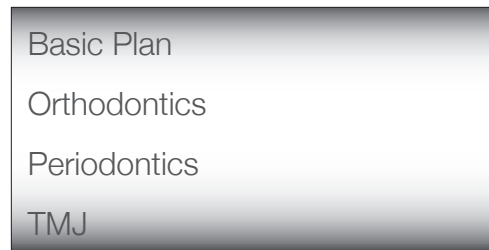
Description	Interaction	Notes
01 Back link	BAU	
02 Header	None	
03 Coverage category drop down menu	OnTap the drop down menu offers a filter to show the benefits specific to the selected category (see menu sample below main wireframe)	Menu values reflect IBM's Dental Plus plan. For the Dental Plus plan the following options are: <ul style="list-style-type: none"> • Basic Plan • Orthodontics • Periodontics • TMJ For IBMers with the Dental Basic plan, this menu will show Basic Plan only.
04 Benefit period infographic	None	Benefits Trackers shown are based on a plan with a deductible, maximum, and shows both a single user and a user with one or more dependents. Depending on the user's plan, deductible and/or maximum may not be applicable.
05 Lifetime period infographic	None	
06 Family benefit period infographic	None	Benefits are also organized by coverage categories. The user has the ability to filter to the specific category by using the provided drop down menu.
07 "Out of network" link	OnTap user is taken to 3.2 Out of Network Benefits Tracker which is a series of benefits tracker infographics similar to these shown but with information regarding their out-of-network usage.	
08 Family member drop down menu	In addition to coverage category, users with one or more dependents can filter by dependent(s). OnTap the user has the ability to filter the infographics shown to their own or a specific dependent.	



no dependents



dependents



coverage category drop down menu



family member drop down menu

Screen Context / How the User Got Here / Screen Notes

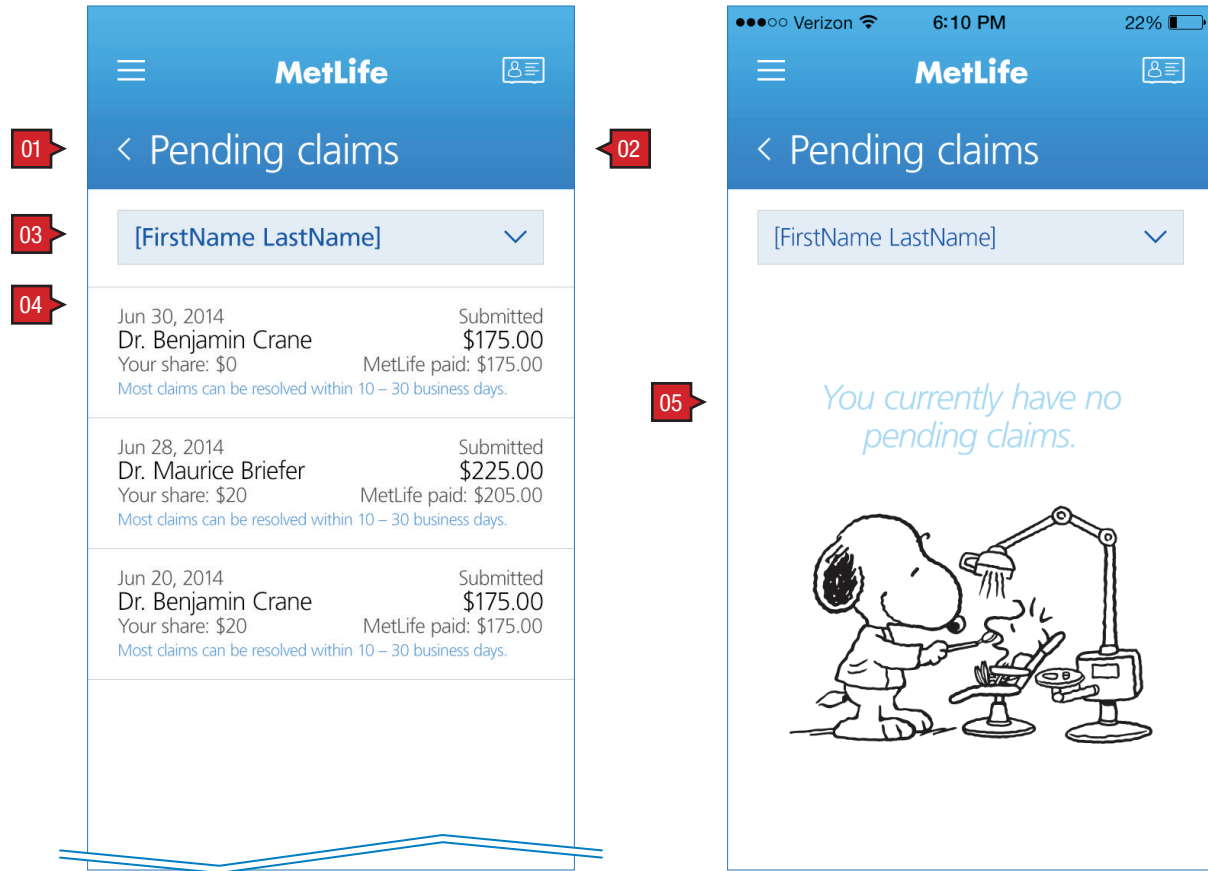
User has arrived by tapping on the link provided on 3.1 Benefits Tracker. Like 3.1 Benefits Tracker, 3.2 Out of Network Benefits Tracker is contextual based on whether or not the user has dependents. If there are dependents a drop down menu offers the user the ability to filter by dependent.

Description	Interaction	Notes
01 Back link	BAU	
02 Header	None	
03 Tracker Infographic(s)	None	These infographics are similar to those shown on 3.1 Benefits Tracker. They differ only in that these reflect the data specific to out of network policy usage.
04 "Out of network benefits tracker" link removed		

CLAIMS :: 3.2 Pending Claims



ANNOTATIONS



no dependents

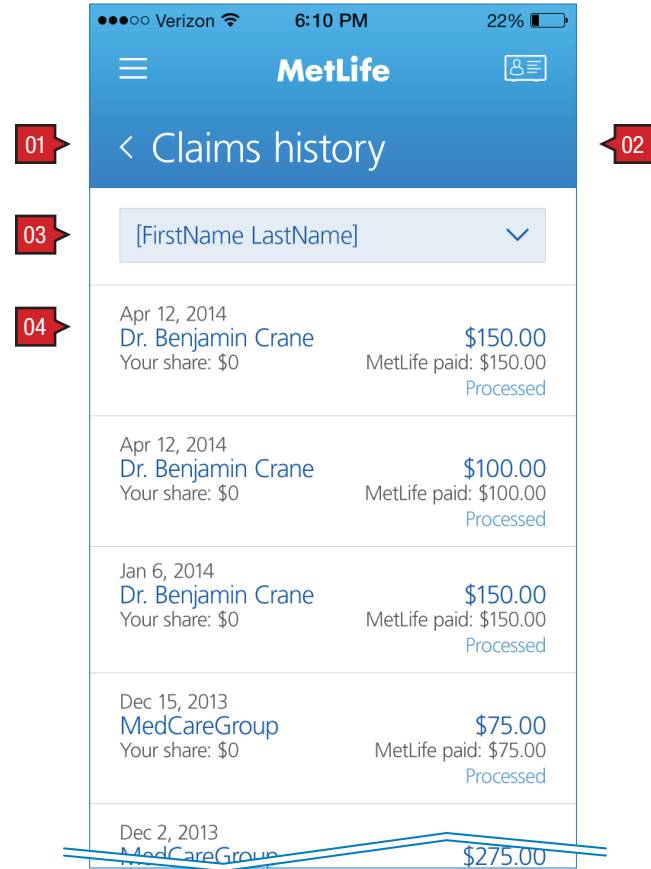
dependents

Screen Context / How the User Got Here / Screen Notes

User has arrived by tapping on the link provided on 3.0 My Claims. 3.2 Active Claims is contextual based on whether or not the user has dependents. If there are dependents a drop down menu offers the user the ability to filter by dependent (shown).

Pending claims is a scrollable screen based on the number of items.

Description	Interaction	Notes
01 Back	BAU	
02 Header	None	
03 Drop down menu	OnTap the user has the ability to filter the active claims listed specific to themselves or the chosen dependent.	
04 List of pending claims	None	Data for pending claims: date, dentist, amount, and status.
05 Null state	None	Any dashboard item that currently has no items has text that is similar to the below "null state" example: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">[Name] has no pending claims</div>



ANNOTATIONS

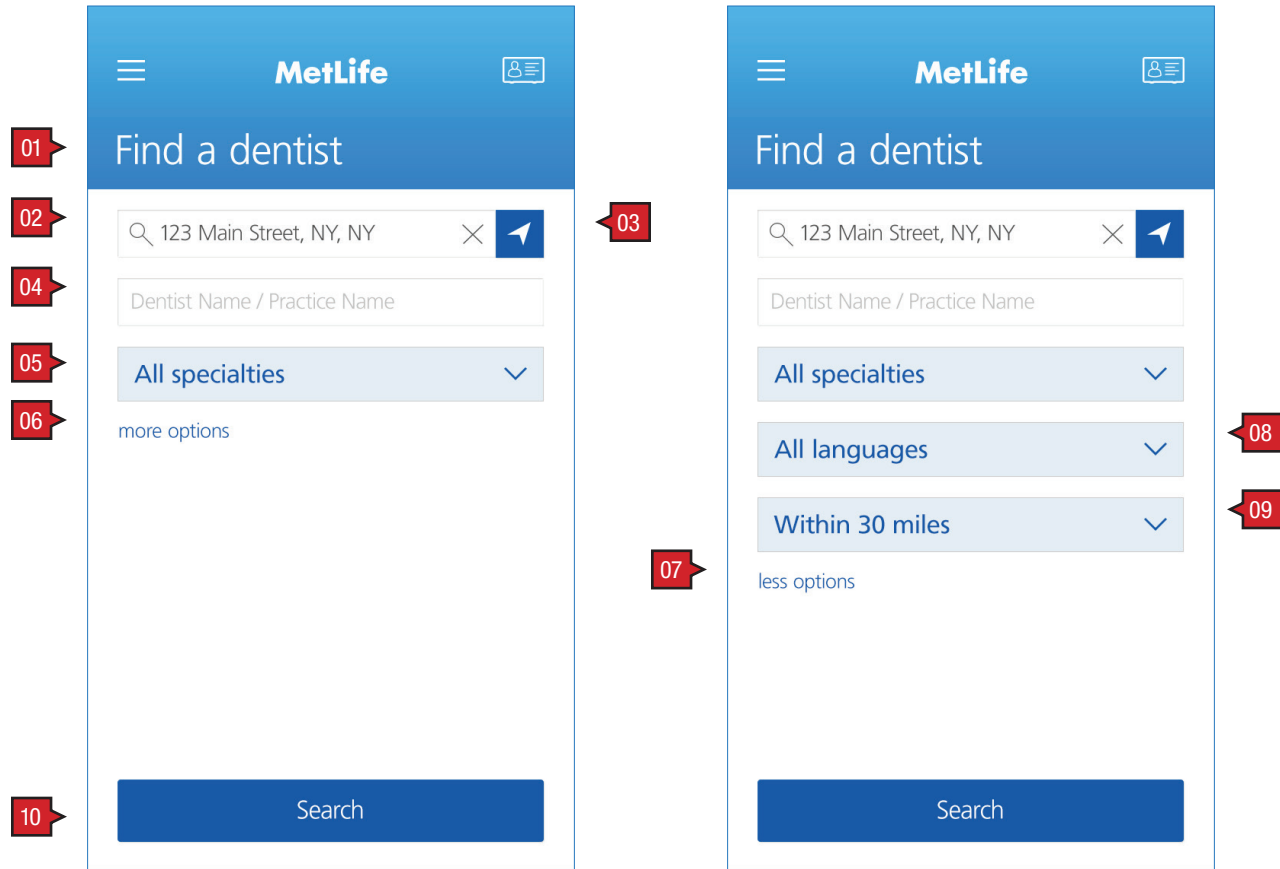
Screen Context / How the User Got Here / Screen Notes

User has arrived by tapping on the link provided on 3.0 My Claims. 3.3 Claims History is contextual based on whether or not the user has dependents. If there are dependents a drop down menu offers the user the ability to filter by dependent.

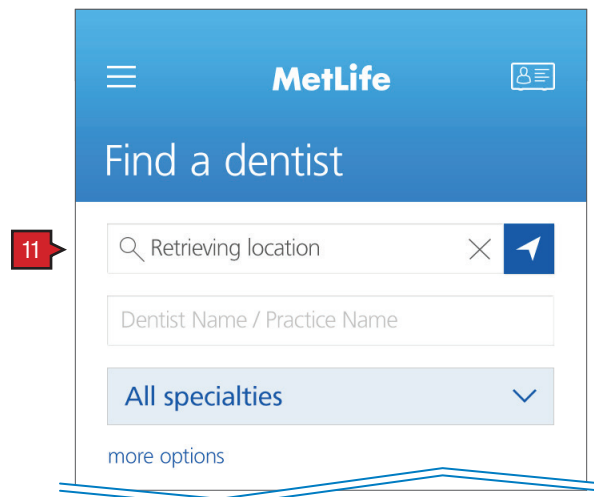
Claims history is a scrollable screen based on the number of items.

Description	Interaction	Notes
01 Back	BAU	
02 Header	None	
03 Drop down menu	OnTap the user has the ability to filter processed claims listed specific to themselves or the chosen dependent.	
04 List of processed claims	None	Data for past claims: dentist, date, amount, and status. Data for past pretreatment estimates: dentist, total charges and status.

FIND



more search options



while using GPS to determine current location wire shown (not design comp)

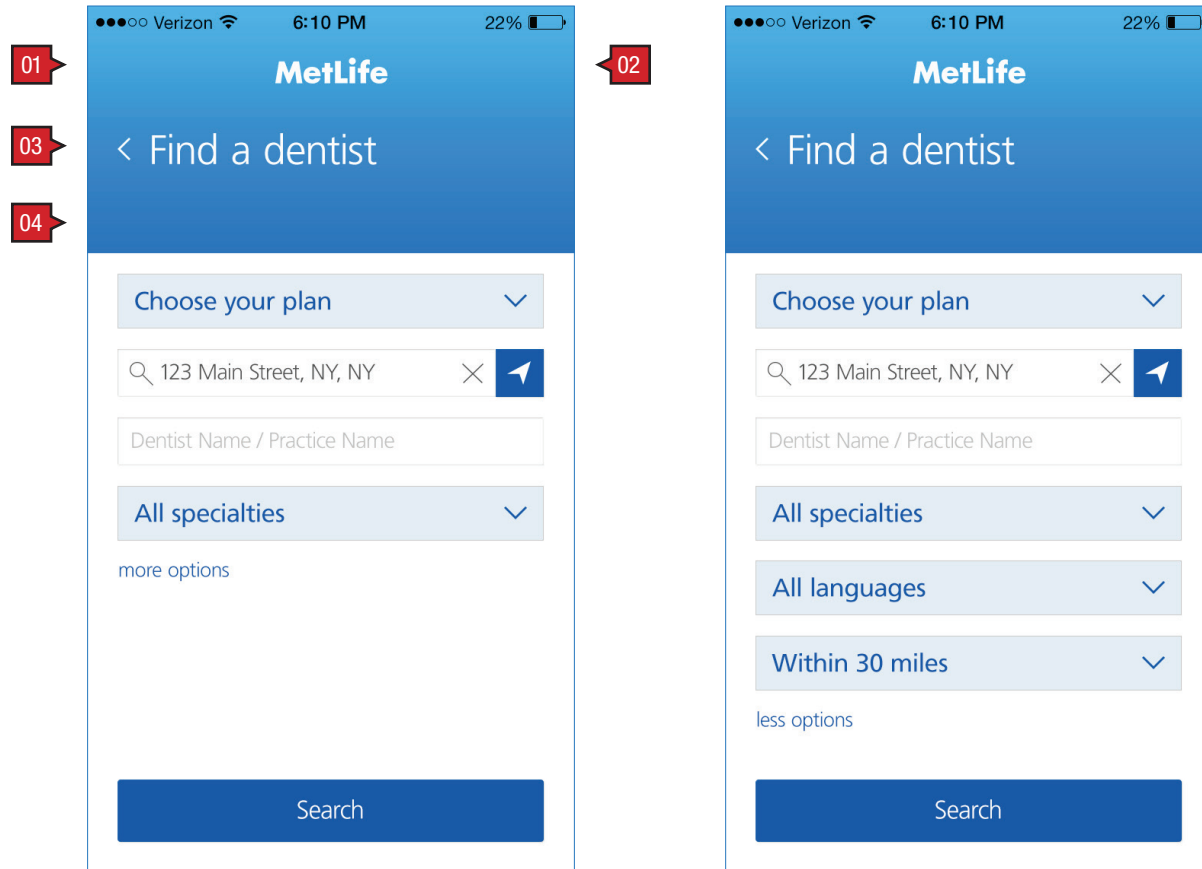
Screen Context / How the User Got Here / Screen Notes
 User has arrived here from Nav.0 Navigation or 0.4 I Need Help Now. Users who arrive from a pre-logged on state are shown a similar screen. The differences are the absence of the site wide navigation button, link to 2.6 ID Cards, and the addition of a drop down menu allowing the user to filter to their personal plan (shown on following page).

Description	Interaction	Notes
01 Header	None	
02 Search icon button, text entry field and reset button	BAU. User can type in an address, or name as search criteria.	
03 Compass	BAU. User can use the GPS inherent to their mobile device to quickly enter their current address.	
04 text entry field	BAU. User can type in a dentist or practice name as search criteria.	
05 Specialites drop down menu	User can filter results by doctor specialties.	
06 "more option" button	OnTap shows addition drop down filters. Toggles between "more options" and "less options"	
07 "less options" button	OnTap hides addition drop down filters. Toggles between "less options" and "more options"	
08 Languages drop down menu	User can filter results by languages the doctor speaks.	
09 Distance drop down menu	User can filter results by distance the doctor is from the specified search location.	
10 Search link	OnTap the information entered in the above search field filtered by the specified criteria returns a list of results. The user is taken to 4.3.1 Find a Dentist Search Results.	
11 "Retrieving location" while searching for current location	None	If the user has used the compass function, while the mobile device is searching for the current location, the address text field shows copy that reflects the current state.

FIND :: 4.0 Find a Dentist (pre-secure logon)



ANNOTATIONS



Screen Context / How the User Got Here / Screen Notes
 Pre-secure logon screen shown here.

Description	Interaction	Notes
01 Main navigation button hidden	None	
02 ID Cards link hidden	None	
03 Body copy	None	
04 "Select your network" drop down menu	OnTap user is given the opportunity to filter to their specific plan.	

more options

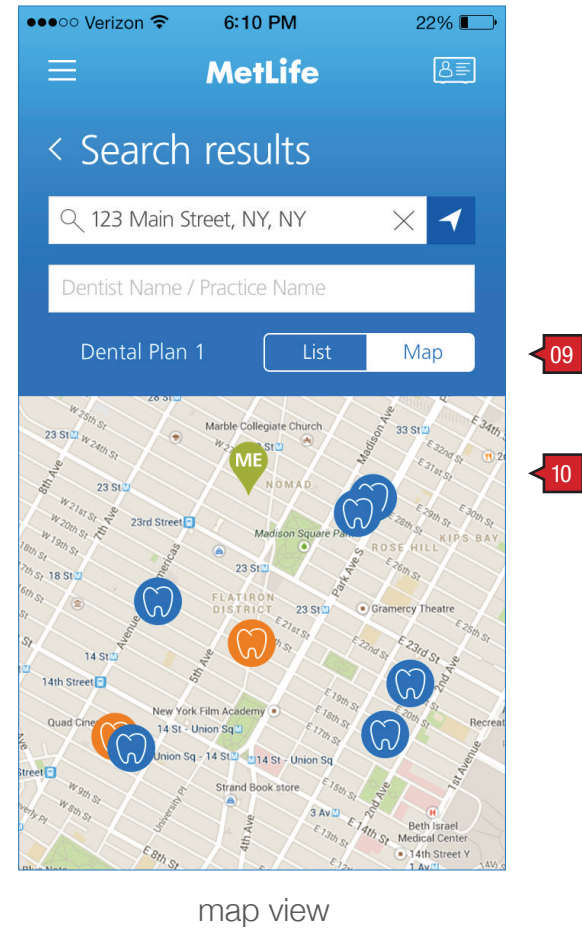
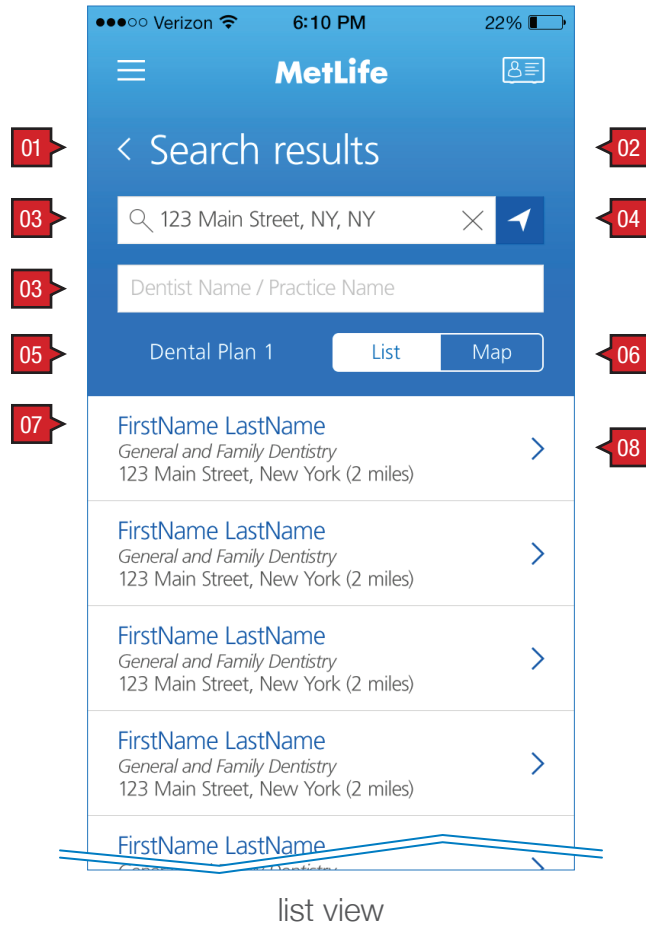


plan drop down menu

FIND :: 4.1 Find a Dentist Search Results



ANNOTATIONS

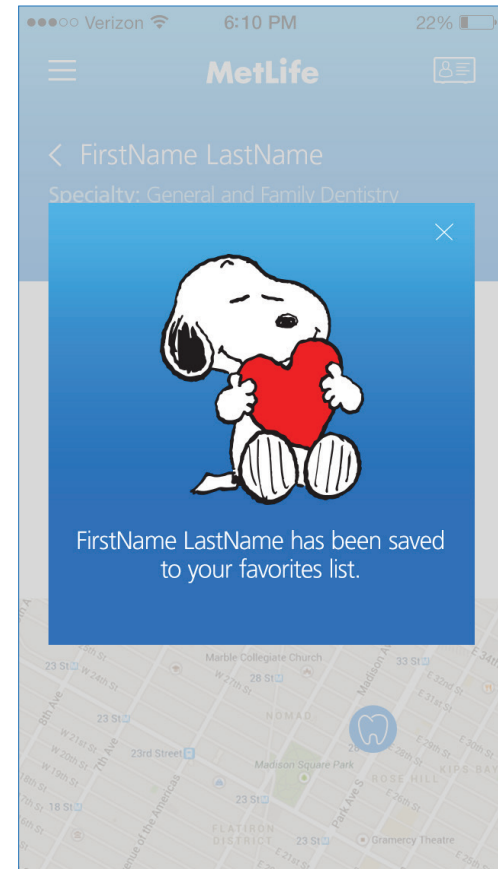
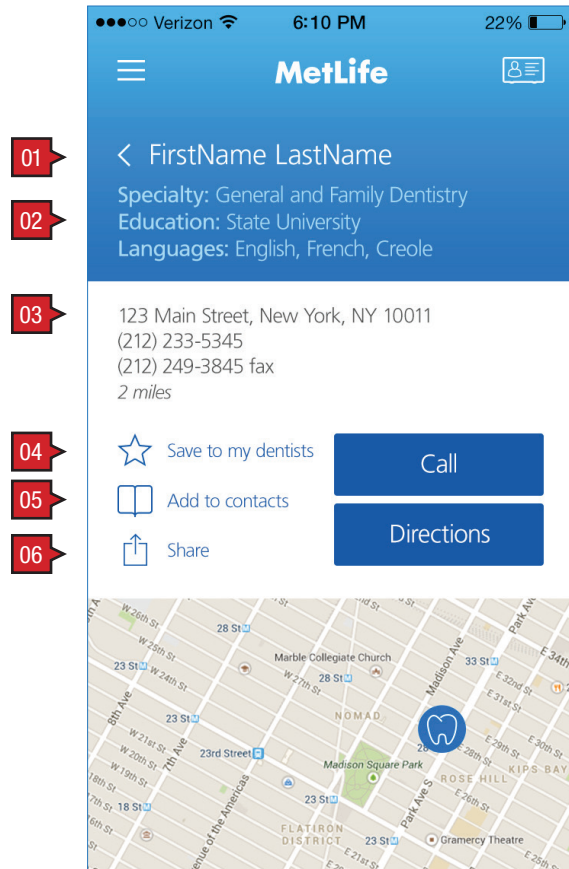


Screen Context / How the User Got Here / Screen Notes

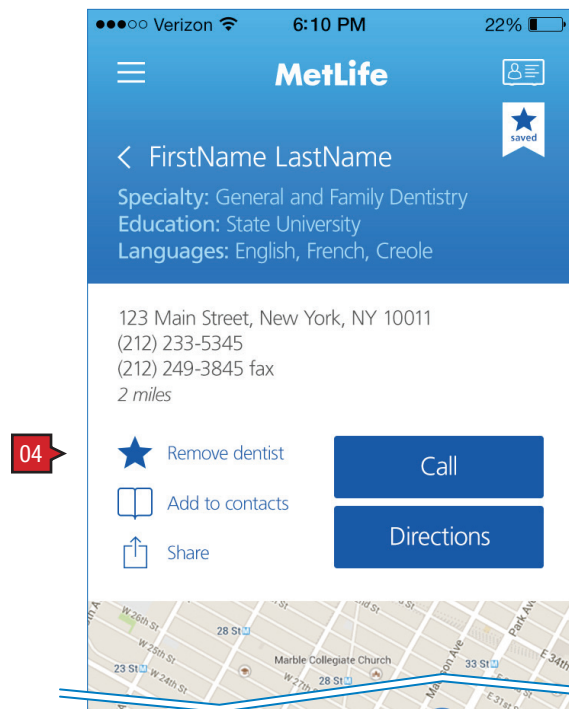
User has submitted a successful search from 4.0 Find a Dentist and shown the results in either list or map view.

IMPORTANT NOTE: If the user has arrived here from a pre-logout non-secure state, the main navigation and links to ID card(s) is hidden.

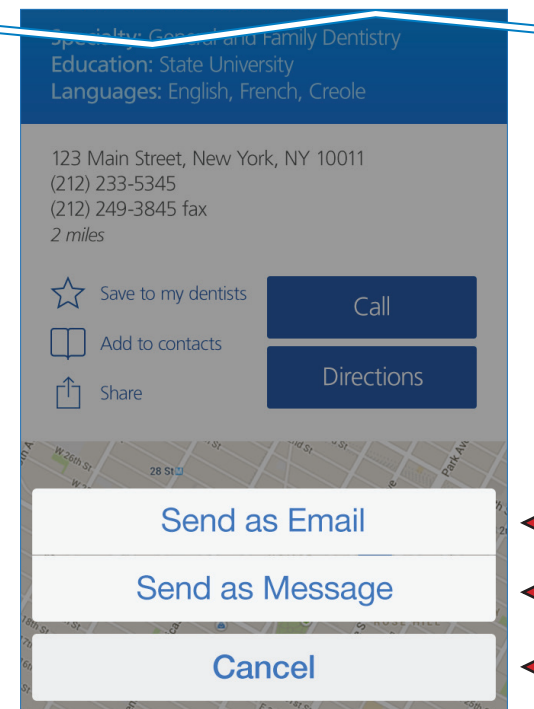
Description	Interaction	Notes
01 Back link	BAU	
02 Header	None	
03 Search	User has the opportunity to use these fields and associated buttons to search again. BAU	
04 Compass	BAU	
05 Dental plan copy	None	The user's dental plan is shown.
06 "List" view button	OnTap the List view button is highlighted and search results are viewed accordingly.	
07 List of dentists	OnTap user is taken to 4.3.1.1 Dentist Details with the chosen dentist's information populating the screen.	Entire area functions as a link to 4.3.1.1 Dentist Details.
08 Link icon		
09 "Map" view button	OnTap the Map view button is highlighted and search results are viewed as pins on a map.	
10 Map view and pin links	OnTap user is taken to 4.3.1.1 Dentist Details with the chosen dentist's information populating the screen.	



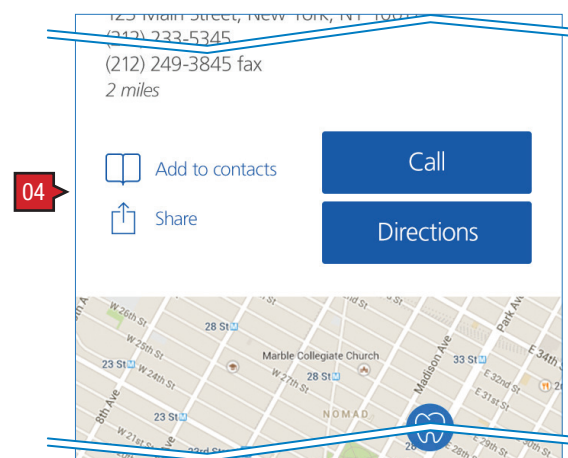
save confirmed



save/remove button's alternate state



share modal



pre-secure

Screen Context / How the User Got Here / Screen Notes

User has selected a dentist from the search results provided on 4.1.1 Search Results.

IMPORTANT NOTE: If the user has arrived here from a pre-logout non-secure state, the main navigation and links to ID card(s) is hidden.

Description	Interaction	Notes
01 Back link and header	BAU	Header text is the first and last name of the selected dentist from 4.1.1 Search Results.
02 Dentist's key copy	None	
03 Dentist's address and phone number	None	
04 "Save/Remove dentist" button	OnTap this dentist is saved/removed to/from 2.4 Saved Dentist(s) and the button state toggles between save/remove (see sample).	This functionality does not exist for users who are not yet logged in (see "pre-secure" below).
05 "Add to contacts" button	OnTap the dentist's information is sent to the devices default contact app and a new contact is made.	
06 Share button	OnTap the share pop-up menu appears with the option to email, message, or cancel.	
07 Call button	OnTap the dentist's main contact number is dialed using the inherent phone features built into their device.	
08 "Directions" link	OnTap user is taken to 4.1.1.1 Dentist Details	
09 Map	(map and directions).	
10 Confirmation modal	OnTap, or after 3 seconds modal fades.	
11 Email button	OnTap the user is given the opportunity to email this contact information. BAU.	
12 Message button	OnTap the user is given the opportunity to message this contact information. BAU.	
13 Cancel button	BAU.	

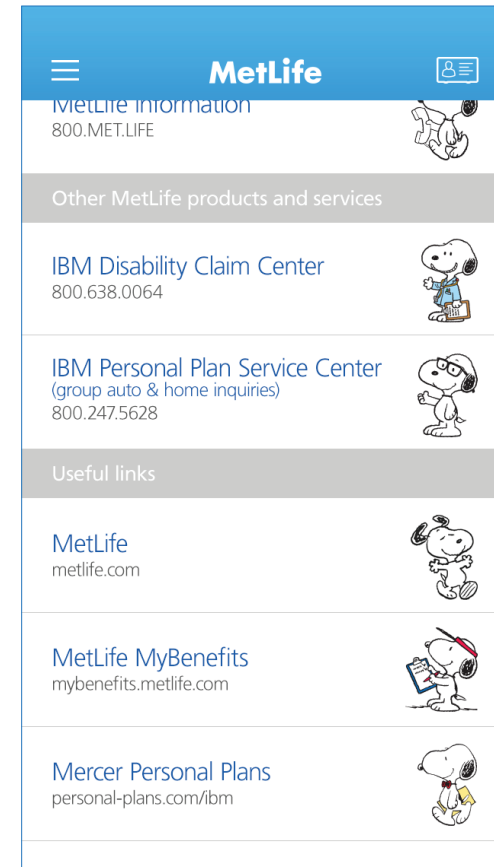
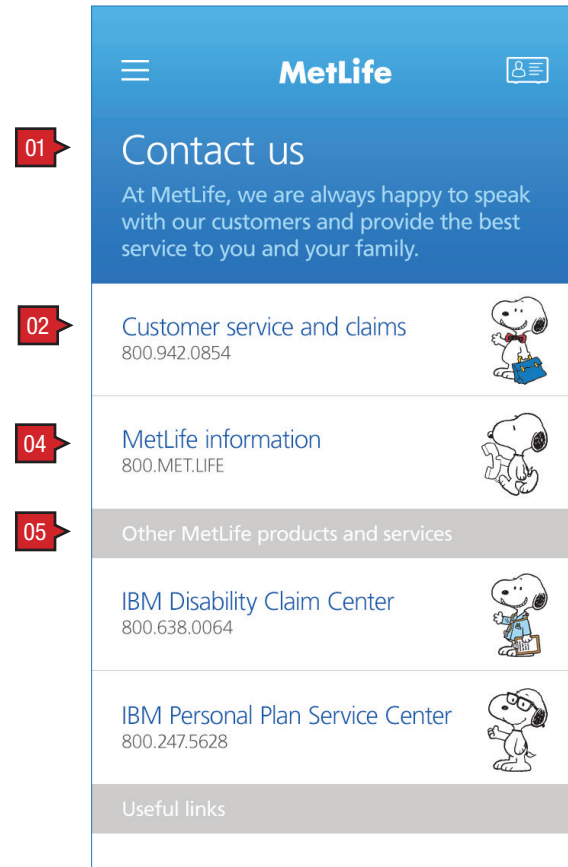
CONTACT

ANNOTATIONS

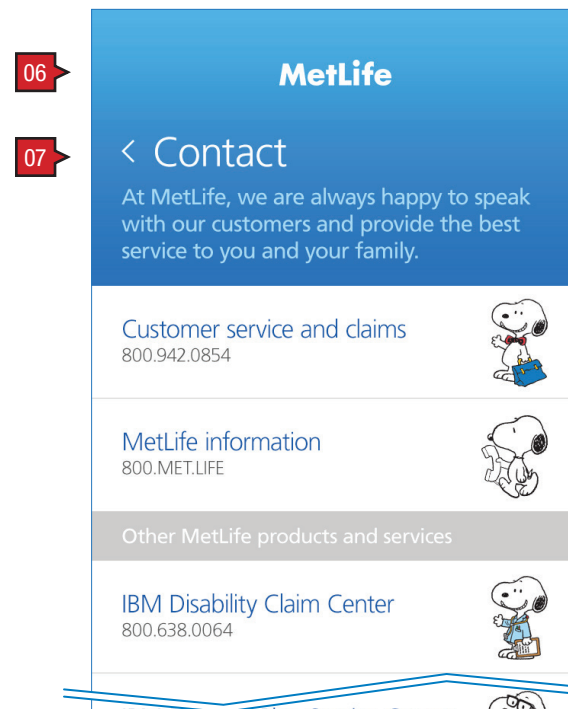
Screen Context / How the User Got Here / Screen Notes

User has arrived from either the pre-secure logon screen 0.4 Help Me Now, 4.0 Find screen, or Nav.0 Navigation Slide-out Overlay. If the user arrives from the pre-secure logon screen, there is no links to Nav.0 Navigation Slide-out Overlay and 2.6 ID Card(s).

Description	Interaction	Notes
01 Header and body copy	None	
02 Customer service button	OnTap dials MetLife Customer Service.	
03 Snoopy		
04 MetLife information button	OnTap dials MetLife Information.	
05 Additional numbers	OnTap dials...	Numbers to come.
06 Pre-secure: no navigation	None	Users who have not yet logged in, but access this screen from 0.4 Help Me Now, are given the same information, but only a path back.
07 Back link	BAU	

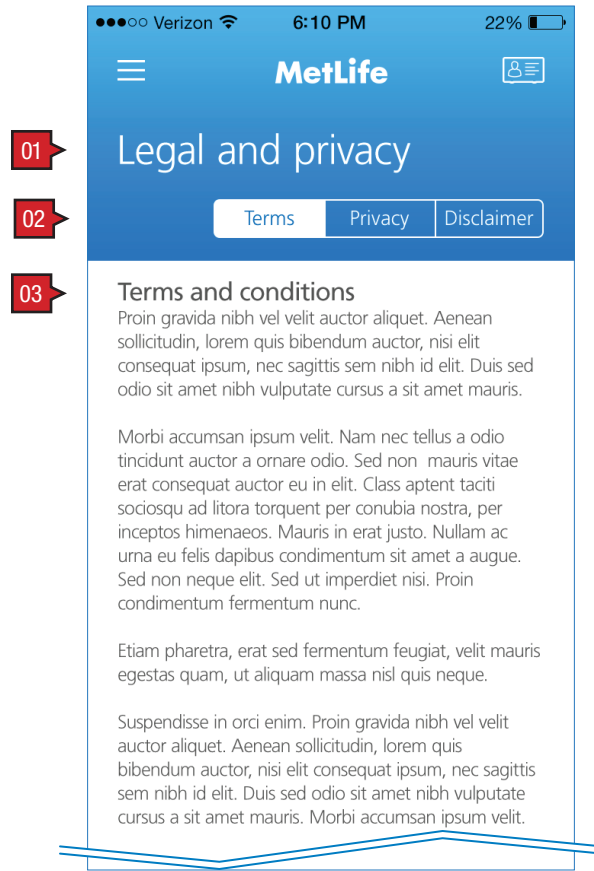


scroll

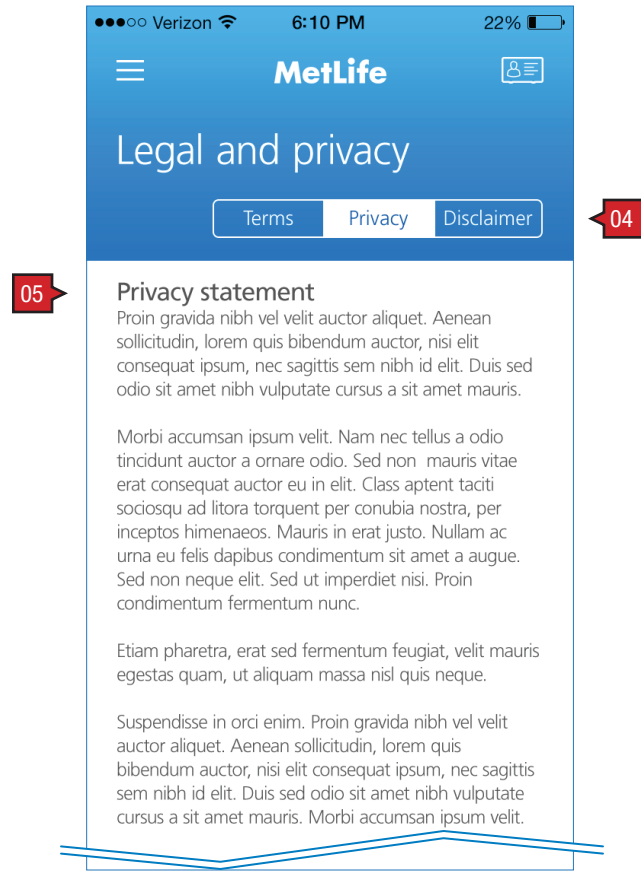


pre-secure logon

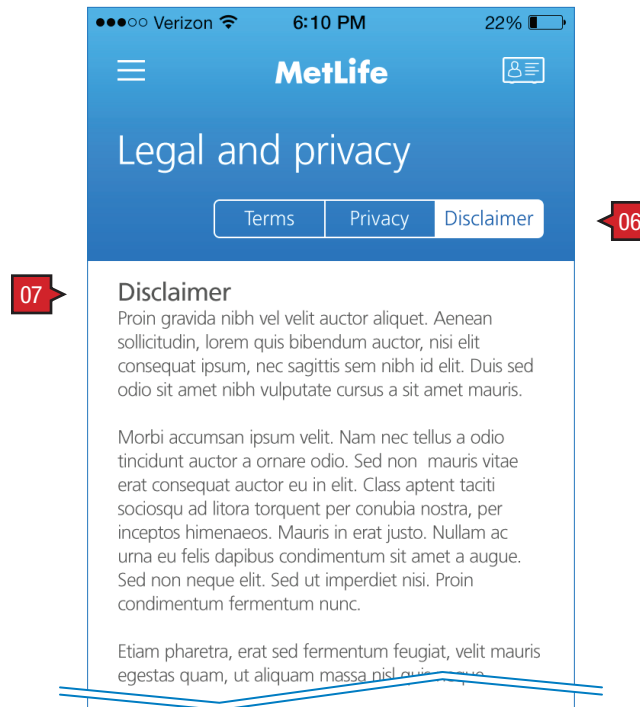
LEGAL AND PRIVACY



terms and conditions



privacy statement



disclaimer

Screen Context / How the User Got Here / Screen Notes

User has arrived from main navigation.

Description	Interaction	Notes
01 Header	None	
02 Terms button	OnTap user is shown Terms and conditions body copy in the provided area.	
03 Terms and conditions body copy	None	
04 Privacy button	OnTap user is shown Privacy body copy in the provided area.	
05 Privacy body copy		
06 Disclaimer button	OnTap user is shown Disclaimer body copy in the provided area.	
07 Disclaimer body copy		