

# Medical Mutual's Provider Search

Find in-network medical providers with just a few clicks

## Choose your plan year and provider type

- After landing on the Hyland Provider Search, you will need to choose the plan year. (This only applies during open enrollment.)
  - New members joining the Medical Mutual plan as of Jan. 1, 2021, should choose the 2021 plan year.
  - Current Medical Mutual members can choose the 2020 or 2021 plan year.

- Click on "Medical."

The screenshot shows the 'Find a Provider' interface. At the top, it says 'My Health Plan' and 'Find a Provider'. Below that, it asks 'Whether you're a current or future Medical Mutual member, we can help you find the right in-network provider.' The main section is titled 'Choose your plan year:' with radio buttons for 2020 (selected) and 2021. Below that is 'Choose provider type:' with two buttons: 'Medical' (selected) and 'Pharmacy'. The 'Medical' button has a cross icon, and the 'Pharmacy' button has a pill bottle icon.

## Choose your network option

- If you live in the SuperMed service area, which includes all of Ohio and three counties in Kentucky (Boone, Campbell and Kenton), you can search the SuperMed PPO network.

1. Select SuperMed PPO.
2. Enter your location.
3. Click "Next."
4. Follow the instructions to search for a provider.

The screenshot shows the 'Find a Provider' interface. It says 'My Health Plan' and 'Find a Provider'. Below that, it asks 'Whether you're a current or future Medical Mutual member, we can help you find the right in-network provider.' The main section is titled 'Choose a network you would like to search:' with radio buttons for SuperMed PPO (selected) and Aetna Open Choice PPO. Below that is 'Enter the location you want to search for in-network care:' with a text box for 'Your Location:\*' containing '1234 Main St. Cleveland, OH 44121' and a dropdown for 'Within (miles):' set to '15'. There are 'Back' and 'Next' buttons.

- If you live outside the SuperMed service area defined above (or you are traveling), you can search the Aetna® Open Choice® PPO network.

1. Select Aetna Open Choice PPO.
2. Click "Search the Aetna Network" and you will be directed to the Aetna provider search tool.
3. Follow the instructions to search for a provider.

The screenshot shows the 'Find a Provider' interface. It says 'My Health Plan' and 'Find a Provider'. Below that, it asks 'Whether you're a current or future Medical Mutual member, we can help you find the right in-network provider.' The main section is titled 'Choose a network you would like to search:' with radio buttons for SuperMed PPO and Aetna Open Choice PPO (selected). Below that, it says 'Search using our national partner to find providers outside of Medical Mutual's Ohio networks' with the Aetna logo. There is a note: 'This option is not applicable to all plans. Please check your ID card if you are not sure.' and a button that says 'Click Here to Search the Aetna Network'. There is also a 'Back' button.

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