



MEDICAL MUTUAL®

Medical Mutual®
2060 East Ninth Street
Cleveland, Ohio 44115-1355

MedMutual.com



December 18, 2020

Dear Member,

Effective January 1, 2021, Medical Mutual will be your new health insurance carrier. We look forward to serving you and being a part of your healthcare. Your plan uses the SuperMed PPO network, which includes access to the Aetna® Open Choice® PPO national network.

Should you need medical services before you receive your Medical Mutual identification (ID) card in the mail, you may give the following information to your provider's office:

| | |
|--------------------------------|--|
| Subscriber Number: | Social Security Number (Note: Your Medical Mutual ID number is NOT your Social Security number, but you can use this number until you receive your ID card.) |
| Group Number: | 0863970-040-00300 |
| Effective Date of Plan: | January 1, 2021 |
| Billing Address: | Aetna Claims Submission P.O. Box 981543 El Paso, TX 79998 |
| Drug Group Number: | MMODRUG |
| Drug Bin Number: | 610014 |
| Drug PCN: | COPAY |
| Express Scripts: | 1-800-417-1961 |

If you or your provider have any questions regarding your benefits or coverage, please call Medical Mutual Customer Care at 1-888-404-0335.

Temporary ID Card

You can also access a temporary ID card via our secure member website, My Health Plan. Accessing My Health Plan is easy. Just visit [MedMutual.com/Member](https://www.MedMutual.com/Member). Follow the instructions provided if you need to register for a My Health Plan account. You can find your temporary ID card on the Benefits & Coverage tab.

A temporary ID card is also available using the MedMutual mobile app. Text **APP** to **74028** for an app link.

We look forward to serving you.

Sincerely,

Melissa Konieczka
Sr. Account Executive