

Understanding Your Plan's Network

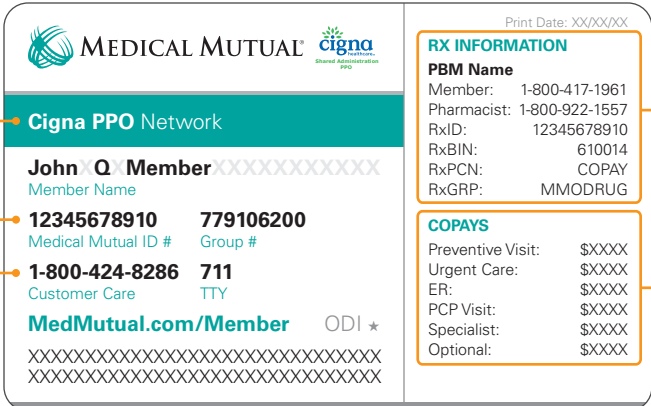
For members living outside the Medical Mutual SuperMed PPO® service area

What is the relationship between Medical Mutual and Cigna?

Medical Mutual administers your health plan benefits, works with your healthcare providers to review and approve certain healthcare services, processes your claims and is the voice on the phone when you call Customer Care. You and your covered dependents have access to a network of doctors and hospitals through the Cigna HealthcareSM PPO Network if you live outside the Medical Mutual SuperMed PPO service area—all 88 counties in Ohio as well as Boone, Campbell and Kenton counties in Kentucky.

How to access care through the Cigna Healthcare PPO Network

Review the sample member ID card below and the frequently asked questions on the back of this flyer for valuable information that will help you access care when you need it.



Print Date: XX/XX/XX

1 Cigna PPO Network

2 John Q Member (Member Name)

3 12345678910 (Medical Mutual ID #) 779106200 (Group #)

4 1-800-424-8286 (Customer Care) 711 (TTY)

MedMutual.com/Member ODI ★

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

5 RX INFORMATION

PBM Name

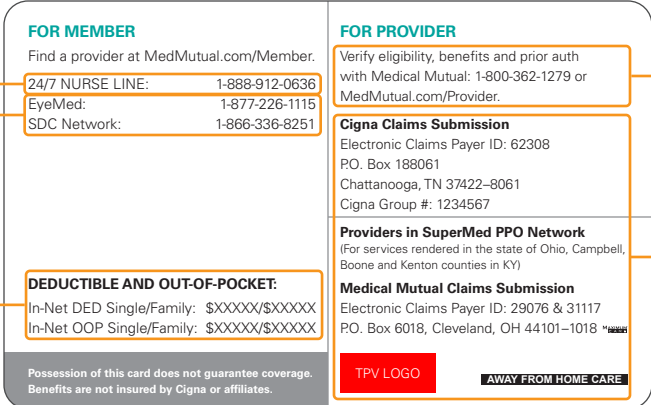
Member: 1-800-417-1961
Pharmacist: 1-800-922-1557
RxID: 12345678910
RxBIN: 610014
RxPCN: COPAY
RxGRP: MMODRUG

6 COPAYS

Preventive Visit: \$XXXX
Urgent Care: \$XXXX
ER: \$XXXX
PCP Visit: \$XXXX
Specialist: \$XXXX
Optional: \$XXXX

Card Front

- 1 Your Primary Network and Product
- 2 Your Medical Mutual ID Number
- 3 Your Customer Care Phone Number
- 4 Your Prescription Drug Benefit Information, if applicable
- 5 Medical Copays, if applicable



FOR MEMBER

Find a provider at MedMutual.com/Member.

6 24/7 NURSE LINE: 1-888-912-0636

7 EyeMed: 1-877-226-1115

SDC Network: 1-866-336-8251

8 DEDUCTIBLE AND OUT-OF-POCKET:

In-Net DED Single/Family: \$XXXXX/\$XXXXX
In-Net OOP Single/Family: \$XXXXX/\$XXXXX

Possession of this card does not guarantee coverage.
Benefits are not insured by Cigna or affiliates.

FOR PROVIDER

Verify eligibility, benefits and prior auth with Medical Mutual: 1-800-362-1279 or MedMutual.com/Provider.

9 Cigna Claims Submission

Electronic Claims Payer ID: 62308
P.O. Box 188061
Chattanooga, TN 37422-8061
Cigna Group #: 1234567

10 Providers in SuperMed PPO Network
(For services rendered in the state of Ohio, Campbell, Boone and Kenton counties in KY)

Medical Mutual Claims Submission

Electronic Claims Payer ID: 29076 & 31117
P.O. Box 6018, Cleveland, OH 44101-1018

TPV LOGO AWAY FROM HOME CARE

Card Back

- 6 Your 24/7 Nurse Line Phone Number
- 7 Your Vision and Dental Networks Phone Numbers
- 8 Medical Deductible and Out-of-pocket amounts
- 9 Information for Providers, including Prior Authorization
- 10 Provider Claims Submission Information

*This ID card is provided as an example. Actual network, benefit details and contact information may vary based on your plan.

Frequently Asked Questions

How can I find an in-network provider?

You can search for in-network providers by logging in to My Health Plan, Medical Mutual's secure member website, and clicking on Find a Provider. Choose the network you would like to search—Medical Mutual SuperMed PPO or Cigna Healthcare PPO Network.

How can my provider verify what benefits I am eligible to receive under my health plan?

Providers can use an online system called Availity to verify what services you are eligible to receive under your health plan benefits. Or, they can call the Medical Mutual phone number on the back of your ID card.

Where should my provider submit claims for payment?

Cigna Healthcare PPO Network providers should submit claims to the Cigna address on your ID card.

What number should my provider call to obtain prior authorization?

Providers should contact Medical Mutual at the number on your ID card for prior authorization.

Who should I call if I have questions?

Call Medical Mutual Customer Care at the number on your ID card.

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*The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Medical Mutual of Ohio. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with Medical Mutual of Ohio. All Cigna Healthcare products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other marks are owned by Cigna Intellectual Property, Inc.