

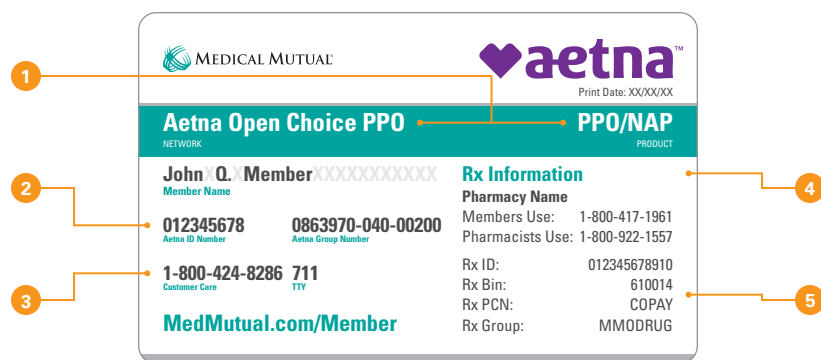
How to Access Your National Network

What is the relationship between Medical Mutual and Aetna?

Medical Mutual is the company that provides your healthcare coverage. Your Medical Mutual coverage includes access to the Aetna® Open Choice® PPO network if you live outside of the Medical Mutual SuperMed® PPO service area. The SuperMed PPO service area includes the state of Ohio, as well as Boone, Campbell and Kenton counties in Kentucky.

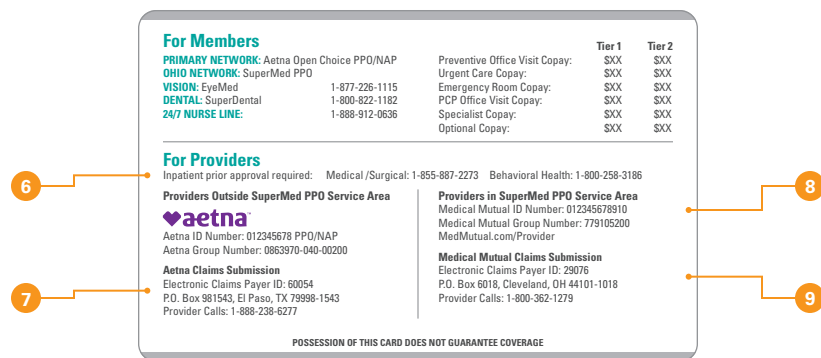
How do I access care through my national network?

Review the sample 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.*



Card Front

1. Your Primary Network and Product
2. Your Aetna ID Number
3. Your Customer Care Phone Number
4. Your Rx Information
5. Your Rx Benefit Management Detail



Card Back

6. Prior Authorization Phone Numbers
7. Aetna Claims Submission Information
8. Your Medical Mutual ID Number
9. Medical Mutual Claims Submission Information

Note: If you travel within the Medical Mutual SuperMed PPO service area, you must seek care from a Medical Mutual SuperMed provider. The SuperMed PPO service area includes the state of Ohio, as well as Boone, Campbell and Kenton counties in Kentucky.

Frequently Asked Questions

When should I use the Aetna ID number on the front of my card?

You should use your Aetna ID number when you visit an Aetna Open Choice PPO provider for medical services or procedures.

When should I use the Medical Mutual ID number on the back of my card?

You should use your Medical Mutual ID number if you have dental or vision benefits with Medical Mutual, or if you visit a SuperMed PPO provider for medical services or procedures.

How can I find an in-network provider?

To find an in-network provider, please refer to our online provider directory at ProviderSearch.MedMutual.com or log in to My Health Plan and use the Find a Provider tool.

How can my provider verify eligibility?

Providers can verify eligibility by using an online system called Availity. Or, they can follow these instructions to verify eligibility by phone:

- Aetna Open Choice PPO providers should call 1-888-238-6277 and use the Aetna ID number listed on the front of your ID card to verify eligibility.
- Medical Mutual SuperMed PPO providers should call 1-800-362-1279 and use the Medical Mutual ID number listed on the back of your ID card to verify eligibility.

Where should my provider submit claims for payment?

Providers should submit claims as instructed below:

- Aetna Open Choice PPO providers should submit claims to the Aetna address listed on the back of your ID card.
- Medical Mutual SuperMed PPO providers should submit claims to the Medical Mutual address listed on the back of your ID card.

Where should my provider call to obtain prior authorization?

Providers should contact Medical Mutual for prior authorization using the phone numbers listed on the back of your ID card.

Who should I call if I have questions?

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

SuperMed® is a registered trademark of Medical Mutual of Ohio.

Aetna® is a trademark of Aetna Inc. and is protected throughout the world by trademark registrations and treaties.

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