

Your 2026
Member Guide

Group Retiree Medicare
Advantage Plans



Where to Go for Help

Medical Mutual Customer Care

1-800-801-4823 (TTY: 711 for hearing impaired)

Oct. 1–March 31, Seven days a week, 8 a.m.–8 p.m.

April 1–Sept. 30, Monday to Friday, 8 a.m.–8 p.m.

Our trusted vendors

For a full list, visit **[MedMutual.com/Partners](https://www.MedMutual.com/Partners)**.



Welcome to Medical Mutual

This member guide will help you maximize the benefits of your Group Retiree Medicare Advantage plan to help you **lead a healthier life.**

**“Medical Mutual is different
because they care about people.”**

Vicki A.

Medical Mutual Medicare Advantage Member



Member Checklist

Complete this checklist to make the most of your plan.

Register for My Health Plan® at [MedMutual.com/Member](https://www.MedMutual.com/Member).

My Health Plan is our secure, easy-to-use member website. Visit [MedMutual.com/Member](https://www.MedMutual.com/Member) or search MedMutual in the App Store® or Google Play™ to download the mobile app. Once registered, you can:

- Share your primary care provider's (PCP) name
- Search for in-network providers
- Receive claim updates and track your account balances
- Opt in to paperless communications

Schedule your Medicare annual wellness visit.

Reach out to your PCP to schedule this important \$0 visit. Your PCP will work with you to review your current health needs and plan ahead for the care you'll receive this year.

If you don't have a PCP, visit [MedMutual.com/MAGroup](https://www.MedMutual.com/MAGroup), and enter your group number.

Complete your annual health-risk assessment survey.

You will receive this survey soon by mail or email. Your responses help Medical Mutual understand your overall health and connect you with helpful services.

Pick up the phone for your welcome call.

During this call, we'll help you understand key plan benefits, help you find providers and make sure you have everything you need to make the most of your plan.

Watch your mailbox.

More important information is coming your way, including your Medical Mutual Member ID Card. Don't forget to verify your ID on My Health Plan.



“The services are great and the *Customer Care* team is phenomenal. That’s the reason I’ve stayed with *Medical Mutual* for 10 years.”

Jim M.

Medical Mutual Medicare Advantage Member



MEDICAL MUTUAL®

100 American Road
Cleveland, OH 44144

[MedMutual.com/Medicare](https://www.MedMutual.com/Medicare)