

# Your 2026 Member Guide

Group Retiree Medicare  
Advantage Plans



MEDICAL MUTUAL®

# 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.

## **Express Scripts pharmacy information**

**1-844-404-7947** (TTY: 1-800-716-3231 for hearing impaired)

24 hours a day, seven days a week

## **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** 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**, 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*

# Make the Most of Your Drug Plan

**Your Group Retiree Medicare Advantage plan has options to help you save money on your prescriptions.**

## **Set up your Express Scripts mail-order account**

Express Scripts can provide prescriptions for a two-month supply or longer, often at the lowest cost-sharing available under your plan. To start, call **1-844-404-7947** (TTY: 1-800-716-3231) and provide:

- Your doctor's name and phone number
- Your prescription medication name
- The date you want your prescription filled

Express Scripts will confirm your address, payment method and check for drug allergies. You should receive a call within a week once your prescription ships. If not, call the number above to follow up.

*Tip: Request mail-order prescription refills when you have three weeks of medication left.*

## **Switch to 90-day prescriptions to save money and time**

If you take a medication regularly for conditions like high blood pressure or diabetes, consider asking your provider about a 90-day supply.

## **Not ready to fill your prescriptions yet?**

When your plan starts, there is no need to request a refill right away if you still have a supply of your current medications. If you refill too early, you run the risk of your medications expiring or being exposed to damaging conditions (like heat and humidity) which can reduce effectiveness or make your medications unsafe to use.

## **The Medicare Prescription Payment Plan**

Instead of paying at the pharmacy, you'll pay Medical Mutual directly each month for the prescription drug costs you accrue throughout the year. This program won't lower your drug costs, but it can make budgeting easier. Learn more at **[MedMutual.com/RxPayment](https://www.MedMutual.com/RxPayment)**.

---

Express Scripts is a registered trademark of Express Scripts Strategic Development, Inc.

The App Store is a registered trademark of Apple Inc.™

Google Play is a trademark of Google Inc.

All other trademarks, product names, and company names are the property of their respective owners.

My Health Plan and MedMutual Advantage are registered trademarks of Medical Mutual of Ohio.

©2026 Medical Mutual of Ohio. Medical Mutual is a registered trademark of Medical Mutual of Ohio.



**MEDICAL MUTUAL®**

100 American Road  
Cleveland, OH 44144

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