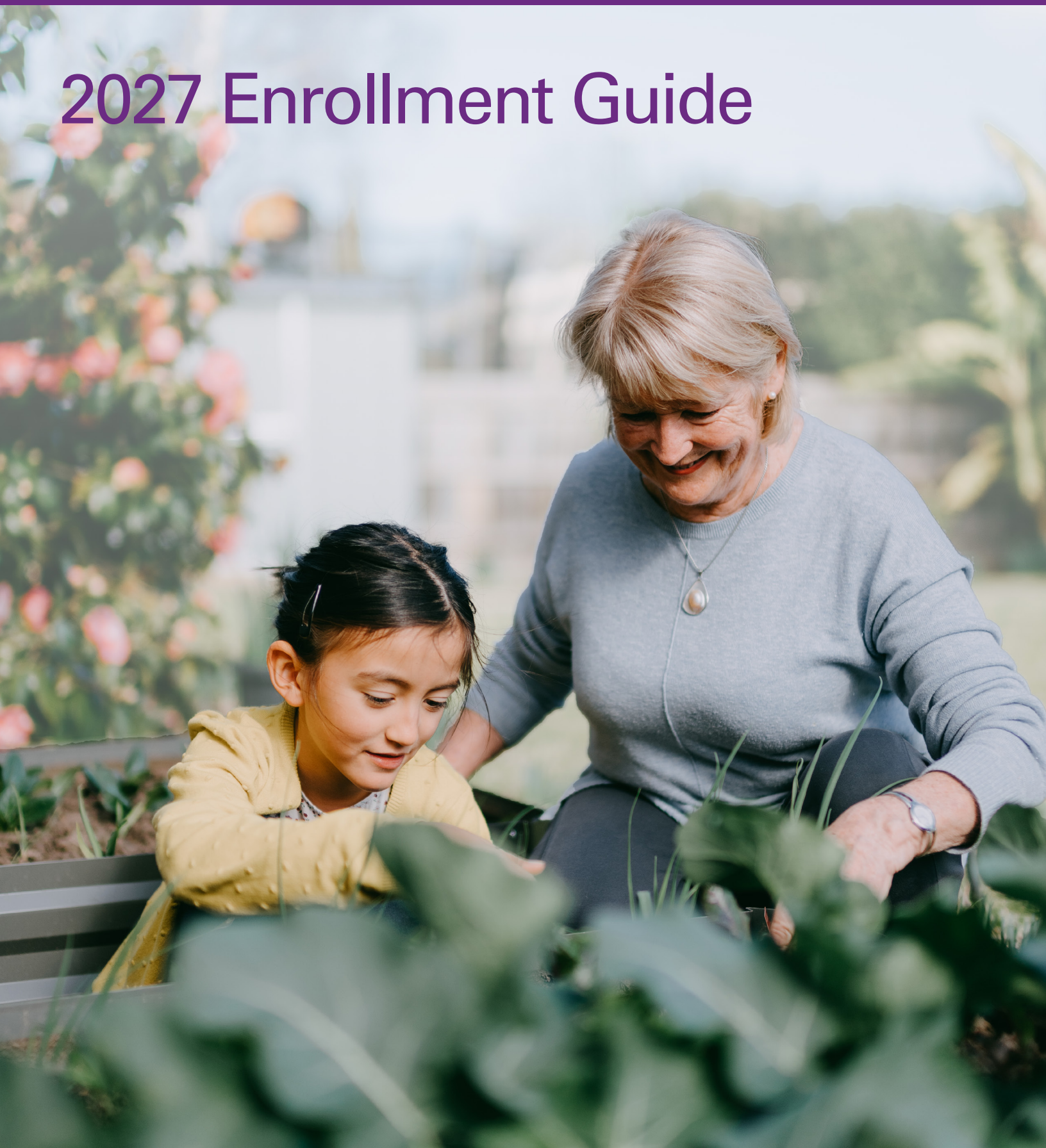


2027 Enrollment Guide



MEDICAL MUTUAL®
Medicare Advantage

Introducing Medical Mutual's Group Medicare Advantage Plans

Medical Mutual offers Group Medicare Advantage plans designed to support the healthcare needs of retirees. With comprehensive benefits and reliable coverage, these plans help retirees feel confident and supported.



Welcome!

We're excited to help you explore Medical Mutual's Group Medicare Advantage plans. Choosing the right healthcare plan for retirement is an important decision, and we're here to make that process simple, clear and comfortable.

This pre-enrollment kit includes everything you need to choose a Medicare Advantage plan. At Medical Mutual, we take pride in offering comprehensive benefits and excellent customer service. We're committed to putting our members and communities first.

Please review this guide carefully. If you have any questions, call Medical Mutual Customer Care at 1-800-801-4823 (TTY 711).

Customer Care Specialists Are Available:

- 8 a.m. to 8 p.m., seven days a week from Oct. 1 through March 31 (except Thanksgiving and Christmas)
- 8 a.m. to 8 p.m., Monday through Friday from April 1 through Sept. 30 (except holidays)

You can also visit [MedMutual.com/MAGroup](https://www.MedMutual.com/MAGroup) and enter your group number to view plan documents and learn more.

Sincerely,

Your Medical Mutual Group Medicare Advantage Team

Group Medicare Advantage

Plan Highlights

With our Group Medicare Advantage plans, you're not just selecting any Medicare Advantage plans—you're gaining access to:

- **Award-winning Customer Service**

Our knowledgeable and friendly Customer Care team is available to assist you every step of the way, so you can get answers quickly and clearly.

- **Comprehensive Health Plan Coverage**

Enjoy a plan that includes medical coverage, hospital coverage and so much more.

- **A Network of Trusted Providers**

Access to many high-quality healthcare providers and facilities to meet your needs.

- **Plan Extras**

We go beyond traditional Medicare to support your health and well-being.

Committed to Serving Ohio Communities

As an Ohio-based company, we strive to leave a lasting impact on the communities we serve. Since our employees live and work in Ohio, our members are also our neighbors. Through volunteer engagement and charitable giving, we actively support a strong network of nonprofit partners who emphasize health and wellness, and empower our neighbors to hope, heal and thrive.





Directory and Formulary Requests

Provider and Pharmacy Directories

If you need help finding an in-network provider, please visit [MedMutual.com/MAGroup](https://www.MedMutual.com/MAGroup) to access the online directory and enter your group number when prompted. You can also call Medical Mutual at 1-800-801-4823 (TTY 711) or email MedicareAdvantageMembers@MedMutual.com to request a hard copy.

Our group Medicare Advantage plans include access to any Medicare-eligible providers and hospitals outside of Medical Mutual's Ohio service. For more information or assistance finding a provider convenient to your location, please call Medical Mutual at 1-800-801-4823 (TTY 711).

Formulary

For questions about prescription drugs covered by your plan, please visit [MedMutual.com/MAGroup](https://www.MedMutual.com/MAGroup) and enter your group number when prompted to access our online Formulary. You may also request a hard copy by emailing MedicareAdvantageMembers@MedMutual.com or by calling Medical Mutual at 1-800-801-4823 (TTY 711).

We're Here to Help

Call Medical Mutual at 1-800-801-4823 (TTY 711) for support as you explore and enroll in a Medical Mutual Group Medicare Advantage plan.

Before Enrollment

If you have questions about enrollment or need guidance, our Customer Care team can help you:

- Understand your plan options and benefits
- Review available plan options, if applicable
- Check provider participation and other services
- Get answers to questions so you can make informed healthcare decisions with confidence

After Enrollment

After we've received your completed enrollment application:

- We will send you a letter within 10 days to confirm your Medical Mutual membership
- You'll receive your member ID card and information on how to access important plan documents, including your Provider Directory, Evidence of Coverage and more



MEDICAL MUTUAL®

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Cleveland, OH 44144-2322

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