



2060 East Ninth Street
Cleveland, OH 44115-1355
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June 26, 2020

Dear Office Manager,

Thank you for being part of the Medical Mutual Medicare Advantage network and for partnering with us to care for our members during this pandemic. With healthcare systems returning to more normal operations, we are encouraging our members to see primary care providers (PCPs), like you, to get needed preventive screenings and services.

With this goal in mind, Medical Mutual is waiving PCP visit copays for our Medicare Advantage (MA) members through Dec. 31, 2020.

- We are waiving PCP copays for in-office and telehealth visits (excluding audio-only visits) for our Medicare Advantage Classic HMO, Preferred PPO and Select PPO plans that currently have copays. Members in our other Medicare Advantage plans already have a \$0 copay for PCP visits.
- This copay waiver applies to in-network providers only.
- We are not waiving cost sharing for other services performed during a member's PCP visit.

We will begin waiving PCP visit copays on July 1, 2020. There will be no retroactive adjustments prior to the effective date, and the end date may change based on how the COVID-19 crisis progresses.

New members enrolling in our Classic HMO, Preferred PPO or Select PPO plans on or after July 1, 2020, will receive a member ID card reflecting the new \$0 PCP copay amount. Our existing MA members will not automatically receive an updated member ID card reflecting the \$0 PCP copay, but can request one.

If you have questions, please contact your provider contracting representative. If you do not know who your provider contracting representative is, please visit the Contact Us page of [MedMutual.com/Provider](https://www.MedMutual.com/Provider).

Thank you again for everything you do to provide exceptional care for our members.

Sincerely,

A handwritten signature in black ink that reads "Donald L. Novosel, Jr." with a stylized flourish at the end.

Donald L. Novosel, Jr.
Vice President, Network Management