

A Brief Introduction

Medical Mutual Family of Companies





Service, Value and Trust

Sets Medical Mutual and its Family of Companies Apart

Medical Mutual has built a strong reputation as a pioneer in the health insurance industry. As a trusted insurer for more than 85 years, we have a long history of providing our members with high-quality health and wellness benefits. Headquartered in Ohio, Medical Mutual offers health, life, disability, dental, vision and indemnity plans to help our members improve their overall health and better manage healthcare expenses.

Medical Mutual at a Glance

- More than 1.5 million members served by 2,850 employees
- Fully insured and self-funded group coverage, including stop loss, as well as Medicare Advantage, Medicare Supplement and individual plans
- Accreditation from the National Committee on Quality Assurance (NCQA)—an independent, not-for-profit organization and leading evaluator of America's health plans
- Recognized by the Centers for Medicare & Medicaid Services (CMS) with their top rating of 5 out of 5 Stars for our 2022 Medicare Advantage® PPO plans and 4.5 out of 5 Stars for our 2022 Medicare Advantage® HMO plans **(Note:** Every year, Medicare evaluates plans based on a 5-star rating system.)
- Named a Top Workplace in Northeast Ohio for 12 consecutive years

Being Mutual Makes a Difference

Our status as a mutual company sets us apart from our competition. This means we don't have stockholders, answer to Wall Street analysts, or pay dividends to investors. Our focus is entirely on our policyholders and their covered dependents, with the goal of developing products and services that help our members live healthier lives.

Plans and Services that Meet the Needs of Our Members

We know different people have different needs. That's why our plans include wellness programs and care management programs for companies, individuals, families and retirees throughout Ohio. These programs not only engage members to live healthy lifestyles, but also put a strong emphasis on preventive care, ensuring our members receive timely care to effectively manage their health conditions.

Exceptional Customer Service

At Medical Mutual, we treat every one of our customers like family. Our customers can trust us to do things right and to help them get value from their health plan. When you interact with one of our Ohio-based Customer Care specialists, you can expect proactive and personalized guidance designed to meet your needs. Our continuous improvement model—measure, improve, measure again—ensures we stay aligned with changing customer service standards. Our same day call resolution exceeds 92% and we process thousands of claims each day, with 99% accuracy.

Living and Working in Ohio Makes a Difference

Ohio has been our home since 1934. Our employees live, work and play in this state and we love all of the unique and wonderful communities we serve. That's why we're committed to working closely with numerous civic, educational and cultural organizations to help promote and support a variety of social causes. We donate our time, talents and resources to help make a positive and lasting impact where we can. The following figures provide a snapshot of the impact our company and employees have made across Ohio in 2021.

- 232,582 meals provided throughout food banks in Northeast Ohio by way of Harvest for Hunger
- 421 total grants awarded to nonprofit organizations
- 894 computers donated to PCs for People
- 212 scholarships awarded totaling more than \$200,000
- 26 executives serve on nonprofit boards
- Over \$200 million in employee spending with Medical Mutual group customers through our Mutual Appreciation Program

For more information, visit [MedMutual.com](https://www.MedMutual.com).



MEDICAL MUTUAL®

Family of Companies

Bravo® | ESI Employee Assistance Group | Superior Dental Care®
Mutual Health Services™ | MedMutual Life®

A multi-faceted company with health insurance at its core, the Medical Mutual Family of Companies includes:

- Medical Mutual of Ohio
- MedMutual Life
- Medical Mutual Services, LLC
- Mutual Health Services
- Medical Health Insuring Corporation of Ohio
- Superior Dental Care, Inc. (SDC)
- Bravo Wellness, LLC
- ESI Employee Assistance Group