

MedMutual Advantage Quick Start Guide



Welcome—Let's Get Started

1

Choose a healthcare provider and schedule a visit.

Use our Find a Provider tool at [MedMutual.com/welcome](https://www.MedMutual.com/welcome) or call our Customer Care Center to make sure your providers are in our network or to choose a new doctor. Then schedule an appointment with a primary care provider (PCP). If you are new to Medicare, this is your Welcome to Medicare visit. If you are not new to Medicare, this appointment is your annual wellness visit.

2

Check your pharmacy and your prescriptions.

Click the Find a Pharmacy link on [MedMutual.com/welcome](https://www.MedMutual.com/welcome) to make sure your pharmacy is in our network. Make sure your pharmacy has your MedMutual Advantage plan information to fill the prescriptions you need. For mail order options, see the Express Scripts Home Delivery Form in your Welcome Kit or at [MedMutual.com/welcome](https://www.MedMutual.com/welcome) for more information.

3

Find us 24/7 on your computer, phone or tablet.

- **Register for My Health Plan at [MedMutual.com/member](https://www.MedMutual.com/member).**

Our secure member website makes it easy to access your claims, plan documents, track your Wellness Rewards progress, get senior-focused health information and more!

- **Download the MedMutual app on the iTunes App Store or Google Play.**

Our mobile app provides insurance plan information at your fingertips, including a digital ID card, your spending dashboard and a search tool for in-network providers in your area.

Tip: Stay in network. Using providers and facilities in your network is one of the best ways to keep your costs down. Depending on your plan, your benefits may be lower or you may not be covered when you use non-network providers.

Making the Most of Your Membership

As our member, you have access to these programs as part of your plan. We encourage you to take advantage of these services.

Program	Description	To Find More Information on My Health Plan Log in at MedMutual.com/member
SilverSneakers® Fitness Program	This senior-focused program offers social activities, education classes and access to more than 13,000 fitness facilities nationwide. To use your benefit, take your Medical Mutual ID card or SilverSneakers ID card to any participating facility.	Under the Healthy Living tab, click SilverSneakers
Member Discounts*	Use your member ID card to get special discounts, such as no-cost hearing exam, up to 20 percent off Beltone hearing aids and 20 percent off purchases at Drugstore.com.	Under the Healthy Living tab, click Discounts
Simply Supplies (not available to Value HMO members)	Get over-the-counter medical supplies delivered to your door. <ul style="list-style-type: none">Members of Standard HMO and Enhanced HMO get up to \$20 credit per quarter in supplies. See the enclosed Simply Supplies Product Listing for program details.	Under the Resources & Tools tab, click Simply Supplies
Weight Watchers® Reimbursement Program	When you pay for and participate in a Weight Watchers series, we will reimburse part of your program fee up to \$150 per year.	Under the Healthy Living tab, click Weight Watchers
Home Meals Program (800) 982-3117	If you have been admitted to the hospital for a qualifying condition, you can get a one-week course of meals (two meals a day) delivered directly to your home after discharge.	Not applicable
24-Hour Nurse Line (888) 912-0636	Talk with a registered nurse and get answers to your health questions 24/7.	Under the Resources & Tools tab, click Tools, then Nurse Line
Tobacco QuitLine (866) 845-7702	Kick the habit with one-on-one support and a personalized quit plan from a trained coach. Call as many times as you need for additional support.	Under the Healthy Living tab, click Quit Smoking
Disease Management Program (800) 258-3175, option 4	If you have certain conditions, such as congestive heart failure or diabetes, a trained health coach can help you stay healthy, manage your chronic conditions and maintain your independence.	Under the Healthy Living tab, click Disease Management Program

* This is not a plan benefit. You are eligible for these discounts, but they are not included in your Summary of Benefits or Evidence of Coverage.

Getting to Know You

As a member, you are our top priority. Our team will reach out to you soon to make sure you get the quality care and service you expect. In addition, please watch for the following:

- Information about our Wellness Rewards Program**
Learn how you can earn up to \$50 in rewards just for making smart health choices. Choose from steps such as scheduling a doctor’s visit, completing our health survey or getting preventive health screenings.
- A health survey**
Complete our health survey to help us better understand your needs. It is also one of the steps in our Wellness Rewards Program.
- Communications from Medical Mutual partners**
You may hear from our health partners, such as our pharmacy and wellness partners, to further understand your health needs. All our partners follow our corporate privacy practices and will keep your information confidential.

Where to Go for Help

Online
MedMutual.com/member
Register for My Health Plan to get full access to our online resources

Customer Care Phone
(800) 982-3117 (TTY 711 for hearing impaired)

Hours
October 1 to February 14
Seven days a week, 8 a.m. – 8 p.m.

February 15 to September 30
Monday through Friday, 8 a.m. – 8 p.m.
Saturday, 9 a.m. – 1 p.m.

MedMutual Advantage HMO and PPO plans are offered by Medical Mutual of Ohio under a contract with Medicare. Enrollment in these plans depends on contract renewal. Benefits, formulary, pharmacy network, provider network, premium and/or copayments/coinsurance may change on January 1 of each year. The formulary, pharmacy network and/or provider network may change at any time. You will receive notice when necessary. This information is not a complete description of benefits. Contact the plan for more information. You must continue to pay your Medicare Part B premium. Limitations, copayments and restrictions may apply. SilverSneakers is a registered trademark of Healthways Inc. Weight Watchers is a registered trademark of Weight Watchers International.

Medical Mutual

2060 E. Ninth Street, Cleveland, OH 44115-1355

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