



MEDICAL MUTUAL OF OHIO®

Plan Document and Directory Requests (Group Plans)

As a Medical Mutual Medicare Advantage plan member, you are able to obtain your current member materials in the following ways.

If you have a question about covered benefits and drugs or need help finding network providers and pharmacies:

- Call Customer Care toll free at **1-800-801-4823** (TTY: 711 for hearing impaired). Representatives are available 8 a.m. to 8 p.m., seven days a week from October 1 to March 31 (except Thanksgiving and Christmas) and 8 a.m. to 8 p.m., Monday through Friday from April 1 through September 30 (except holidays).
- Visit **MedMutual.com/MAgroup** to access the following documents online:
 - Annual Notice of Change
 - Evidence of Coverage
 - Summary of Benefits
 - Provider Directory
 - Pharmacy Directory
 - Formulary

Note: Electronic documents for the upcoming year will be available by the first day of your group's Open Enrollment.

- Email **MedicareAdvantageMembers@MedMutual.com** if you would like a copy of a plan document or directory mailed to you.

NOTICE TO MEDICAL MUTUAL MEDICARE ADVANTAGE PLAN MEMBERS

At times, Medical Mutual may contact you via phone to conduct plan business. Plan business is defined as one or more of the following:

- Calling current enrollees, including those in non-Medicare products, to discuss Medicare products, including calling enrollees aging into Medicare from commercial products
- Calling existing enrollees to discuss other Medicare products or plan benefits
- Calling members in a Medicare Advantage or cost plan to discuss other Medicare products
- Calling beneficiaries who submit enrollment applications to conduct business related to enrollment
- With prior CMS approval, calling low-income subsidy enrollees that a plan is prospectively losing due to reassignment
- Agents/brokers calling clients who are enrolled in other products they may sell

As a Medical Mutual Medicare Advantage plan member, you have the option to opt out of receiving phone calls related to plan business as defined above. To do so, please log in to your My Health Plan account at **MedMutual.com/member** or call Customer Care toll free at **1-800-801-4823** (TTY: 711.)