

Your 2027
Member Guide

Group Medicare
Advantage Plans



MEDICAL MUTUAL®

Where to Go for Help

Medical Mutual Customer Care

1-800-801-4823 (TTY: 711 for hearing impaired)

Oct. 1 – March 31, Seven days a week, 8 a.m. – 8 p.m.

April 1 – Sept. 30, Monday to Friday, 8 a.m. – 8 p.m.

Express Scripts pharmacy information

1-844-404-7947 (TTY: 1-800-716-3231 for hearing impaired)

24 hours a day, seven days a week

Our trusted vendors

For a full list, visit [MedMutual.com/Partners](https://www.MedMutual.com/Partners).

Welcome

to Medical Mutual

This member guide will help you maximize the benefits of your Group Medicare Advantage plan to help you **lead a healthier life.**



Member Checklist

Complete this checklist to make the most of your plan.

☐ **Register for My Health Plan® at [MedMutual.com/Member](https://www.MedMutual.com/Member).**

My Health Plan is our secure, easy-to-use member website. Visit **[MedMutual.com/Member](https://www.MedMutual.com/Member)** or search MedMutual in the App Store® or Google Play™ to download the mobile app. Once registered, you can:

- Share your primary care provider's (PCP) name
- Search for in-network providers
- Receive claim updates and track your account balances
- Access the MedMutual WELL® portal and explore your wellness benefits
- Opt in to paperless communications

☐ **Schedule your \$0 annual wellness visit with your PCP.**

Your PCP will review your health needs, answer questions and help plan for your care you'll receive this year. You can earn a \$50 gift card when you complete an annual wellness visit with your PCP. Visit the MedMutual WELL portal on My Health Plan to learn more.

If you don't have a PCP, visit **[MedMutual.com/MAGroup](https://www.MedMutual.com/MAGroup)** and enter your group number to search our network.

☐ **Complete your annual health assessment.**

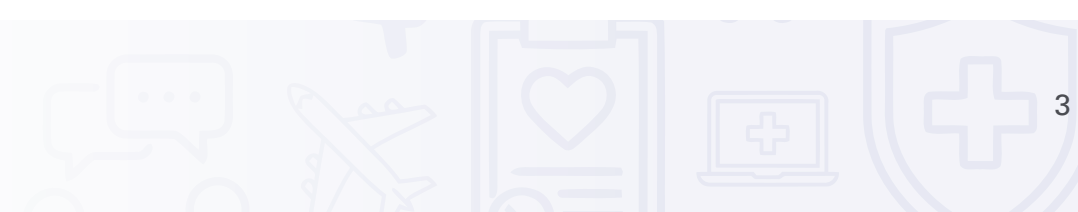
Your responses help us connect you with useful programs and services that could support your health. Once you've created your My Health Plan account, access this assessment by selecting MedMutual WELL under the Healthy Living tab.

☐ **Pick up the phone for your welcome call.**

During this call, we'll help you understand key plan benefits, find providers and make sure you have everything you need to make the most of your plan.

☐ **Watch your mailbox.**

More important information is coming your way, including your Medical Mutual member ID Card. Don't forget to verify your ID on My Health Plan.



Make the Most of Your Drug Plan

Your plan has options to help you save money on your prescriptions.

☐ **Set up your Express Scripts mail-order account**

Get a two-month supply or more of many prescription medications delivered to your door, often at the lowest cost-sharing available under your plan. To start, call **1-844-404-7947** (TTY: 1-800-716-3231) and provide:

- Your doctor's name and phone number
- Your prescription medication name
- The date you want your prescription filled

Express Scripts will confirm your address, payment method and check for drug allergies. You should receive a call within a week once your prescription ships. If not, call the number above to follow up.

Tip: Request mail-order prescription refills when you have three weeks of medication left.

☐ **Switch to 90-day prescriptions to save money and time**

If you take a medication regularly for conditions like high blood pressure or diabetes, consider asking your provider about a 90-day supply.

☐ **Not ready to fill your prescriptions yet?**

When your MedMutual Advantage plan begins, you don't need to refill medications right away if you still have a supply on hand. Refilling too early may result in medications expiring or being exposed to conditions such as heat and humidity that can make them less effective or unsafe to use.

The Medicare Prescription Payment Plan

Instead of paying your prescription drug costs at the pharmacy, you can spread those costs into monthly payments made directly to Medical Mutual. This program won't lower your drug costs, but it can make budgeting easier. Visit **[MedMutual.com/RxPayment](https://www.medmutual.com/RxPayment)** to learn more and opt in.

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MEDICAL MUTUAL®

100 American Road
Cleveland, OH 44144-2322

[MedMutual.com/Medicare](https://www.MedMutual.com/Medicare)

