



MEDICAL MUTUAL®

Directory and Evidence of Coverage Requests (Group Plans)

Provider Directories

If you need help finding a network provider, please call 1-800-801-4823 (TTY 711 for hearing impaired) or visit MedMutual.com/MAGroup to access our currently available online searchable directory. When prompted, enter the group number listed on your member ID card. If you would like a Provider Directory mailed to you, you may call the number above, request one at the website link provided above, or email MedicareAdvantageMembers@MedMutual.com.

Your MedMutual Advantage plan includes access to providers and hospitals outside of our 82 county Ohio network area. For more information or assistance finding a provider convenient to your location, please call the number above.

Evidence of Coverage (EOC)

You can view your currently available Evidence of Coverage (EOC) online by visiting MedMutual.com/MAGroup and following these steps:

1. When prompted, enter the group number listed on your member ID card. Enter the first six digits only.
2. Go to the "Plan Documents and Provider Directory" section.
3. Click on the "Evidence of Coverage" link.

If you would like your EOC mailed to you, please call 1-800-801-4823 (TTY 711 for hearing impaired) or email MedicareAdvantageMembers@MedMutual.com.

Questions

Customer Care Specialists are available to answer your call directly 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). Our automated telephone system is available 24 hours a day, seven days a week for self-service options.