

Directory and Formulary Requests

Group Retiree Medicare Advantage Plans

Provider and Pharmacy Directories

If you need help finding a network provider and/or pharmacy, please visit **MedMutual.com/MAGroup** to access our online directory and enter your group number when prompted. You can also call Medical Mutual toll free at **1-800-801-4823** (TTY: 711 for hearing impaired) or email **MedicareAdvantageMembers@MedMutual.com** to request a hard copy.

MedMutual Advantage[®] plans include access to any Medicare-eligible providers and hospitals outside of our 82-county Ohio network area. For more information or assistance finding a provider convenient to your location, please refer to the Service Area Flyer included in this kit, or call Medical Mutual toll free at **1-800-801-4823** (TTY: 711 for hearing impaired).

Formulary

For questions about drugs covered by your plan, please visit **MedMutual.com/MAGroup** and enter your group number when prompted to access our online formulary. You may also call Medical Mutual toll free at **1-800-801-4823** (TTY: 711 for hearing impaired) or request a hard copy by emailing **MedicareAdvantageMembers@MedMutual.com**

Questions

For questions, please call Medical Mutual toll free at **1-800-801-4823** (TTY: 711 for hearing impaired). Customer Care specialists are available to answer your call from 8 a.m. to 8 p.m. EST, seven days a week from October 1 to March 31 (except Thanksgiving and Christmas) and 8 a.m. to 8 p.m. EST, Monday through Friday from April 1 to September 30 (except holidays).