

Make the Most of Your Membership





Much more

than a health insurance plan

At Medical Mutual, our goal is to help our members make the best health choices possible while minimizing healthcare costs. We offer a variety of programs, discounts, tools and resources designed to do exactly that. Take a closer look at what's available beyond your comprehensive benefits.

Many Ways to Save

While Medical Mutual continuously looks for ways to make your health insurance plans more cost effective, there are several things you can do to help reduce your healthcare expenses.

Stay in Network

You can save money by using doctors, hospitals, and other healthcare providers and facilities covered under your Medical Mutual plan. Going outside your network may cost you more out-of-pocket and some services may not be covered at all. Find providers in your network before undergoing any treatment or procedures.

Avoid the ER for Minor Illnesses and Injuries

For injuries or illnesses that are not life threatening, seeing your doctor or visiting an urgent care facility or convenience clinic for treatment can be a cost-effective alternative to the emergency room. ER visits can mean long wait times and expensive out-of-pocket costs due to higher copays.

Know What's Covered

Before you have a service or procedure, be sure to review the benefits covered in your plan, which can be found in your Summary of Benefits and Coverage (SBC). An SBC is a document that summarizes important information about coverage in straightforward language. You can also speak to one of our Customer Care Specialists to make sure a treatment is covered under your plan.

Take Care of Yourself

Preventing a disease is less of a burden than treating a disease. That's why checkups with your doctor are so important. Your plan includes preventive benefits that offer coverage of well visits and screenings and immunizations. The amount of coverage may vary depending on your particular plan, but out-of-pocket costs will most likely be lower than the cost of treating a condition that has progressed.





Programs & Discounts

Chronic Condition Management Program

If you are managing a chronic condition, this program offers both digital and telephonic options that are customized to meet your needs and help you achieve your personal health goals. The following conditions are eligible for the program:

- Asthma
- Heart Failure (HF)
- Coronary Artery Disease (CAD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Hypertension

Maternity Program

If a new baby is on the way, our Maternity Program offers digital education and support. The program includes access to a specially-trained maternity health coach who can provide valuable knowledge, advice and comfort during the pregnancy if any risk is detected.

Both the Chronic Condition Management and the Maternity programs are available at no additional cost. Call 1-800-590-2583 to learn more or to enroll. Our care management specialists are available Monday through Friday from 8 a.m. to 4 p.m. (confidential voicemail available 24/7).

WW® Program

Medical Mutual can save you almost 50 percent off the regular cost of a WW membership. You can choose from Digital (web-based) or Digital + Studio (formerly Meetings) programs to help achieve your health goals. We also offer a WW for Diabetes program if you've been diagnosed with Type 2 diabetes. For more information, call 1-800-251-2583 or visit MedMutual.com/WeightWatchers.

QuitLine Program

If you need help giving up your tobacco habit, our program can help. One-on-one coaching, a personalized plan and educational materials are available with no out-of-pocket costs. You may even qualify for nicotine patches or gum at no cost to you. Learn more by calling 1-866-845-7702.

24-Hour Nurse Line

If you have a health question, minor injury or medical question, you can get answers 24-hours-a-day from a clinical expert. Staffed by fully qualified registered nurses, our Nurse Line is available at no charge to members. Just call 1-888-912-0636 and have your member ID number ready.

Fitness Discounts

Exercise can play a vital role in your health and happiness. That's why we've partnered with several health club chains to offer valuable discounts and benefits. Make fitness a new part of your routine with a membership discount at Curves®, or find a discounted gym membership at more than 10,000 fitness clubs throughout the U.S. through our national partner, GlobalFit®.

Other Discounts

We've partnered with several vendors to offer discounts on a variety of unique health products and services including baby items, fitness club fees, hearing aids and other health products. You can find more details on My Health Plan.

AmericanFitness.net

A full selection of top brand exercise equipment to help you reach your fitness goals.

Beltone™ Hearing Aids

A full line of innovative hearing products that fit your lifestyle.

Safe Beginnings®

A large selection of items to help you keep your baby safe in your home.

YogaAccessories.com

High-quality yoga, meditation, spiritual, wellness and holistic living supplies.

My Health Plan

Gain More Control of Your Health Benefits

My Health Plan is our secure website specifically for Medical Mutual members. It makes it easy and convenient to manage your plan and your health online. It allows you to compare your healthcare options so you can make better decisions and minimize costs.

You can do things like check your deductible, review your Explanation of Benefits (EOB) statements, find a doctor in your network and access a wealth of valuable information to help keep you healthy. Plus, you will find information on a variety of programs, discounts, money-saving tools and educational resources.

Creating your account is simple. Just visit MedMutual.com/Member. Click on the Register for an Account button. Then follow the instructions and you'll be ready to go!

The screenshot shows the Medical Mutual My Health Plan dashboard. At the top, there is a navigation bar with the Medical Mutual logo, a 'Dashboard' link, and several menu items: 'Claims & Balances', 'Benefits & Coverage', 'Resources & Tools', 'Healthy Living', and 'My Profile'. There are also links for 'Contact Us' and 'Logout'. Below the navigation bar is a green header with the text '+ My Health Plan'. A welcome message reads 'Hello, Jane C Doe, welcome.' Below this, there are two sections: 'Viewing:' with a dropdown menu set to 'Family' and 'Benefit Period:' showing 'January 1st through December 31st'. The main content area is divided into two columns. The left column is titled 'Deductible & Coinsurance (In Network)' and shows a progress bar for 'Deductible' at '\$4086.00 out of \$5200' and 'Coinsurance' at '\$63.00 out of \$1800'. A 'View Details' button is at the bottom. The right column is titled 'Claims Snapshot (Most Recent)' and contains a table with columns for 'DATE OF SERVICE', 'TYPE', and 'CLAIM #'. The table lists five medical claims from 07/01/2020 to 07/12/2020. A 'View Your Claims' button is at the bottom. On the right side of the dashboard, there are two notification boxes: 'Actions' with a '1' and 'Messages' with a '0'. Below these is a 'Please Confirm Your Email Address' form.

DATE OF SERVICE	TYPE	CLAIM #
07/12/2020	Medical	0004446784-000
07/12/2020	Medical	0014446784-000
07/12/2020	Medical	0034446784-000
07/12/2020	Medical	0035409979-000
07/01/2020	Medical	0056720719-000



My Health Plan Dashboard

Claims & Balances

Under this tab, you can view claims, check the balances of your health savings account (HSA), flexible spending account (FSA) or health reimbursement arrangement (HRA) and see detailed information about deductibles and coinsurance. If you have an individual plan, you can also pay your premium.

Benefits & Coverage

Discover the benefits of your health insurance and see what your plan covers by clicking on this tab. It allows you to view your plan details, including medical benefits, maximums and coinsurance, and print temporary ID cards.

Resource & Tools

- My Care Compare
View quality ratings of network doctors and compare cost estimates for lab tests and a variety of other procedures performed at different facilities.
- Find a Provider
Search for a network provider by name, specialty, gender, language spoken, hospital affiliation or specific practice.

Take My Health Plan with You

There's an easy way to make My Health Plan even more convenient when you're on the go. Download the Medical Mutual App from the App Store® or Google Play™ so you can access My Health Plan on your smartphone or tablet.

Go Paperless

Choose to receive your EOB statements, SBC, and other communications from Medical Mutual electronically instead of through the U.S. Mail. You'll be able to easily access these documents anytime, anywhere.

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MEDICAL MUTUAL®

2060 East Ninth Street
Cleveland, OH 44115-1355

MedMutual.com