How to Access Your National Network

For members living inside the Medical Mutual SuperMed® PPO service area

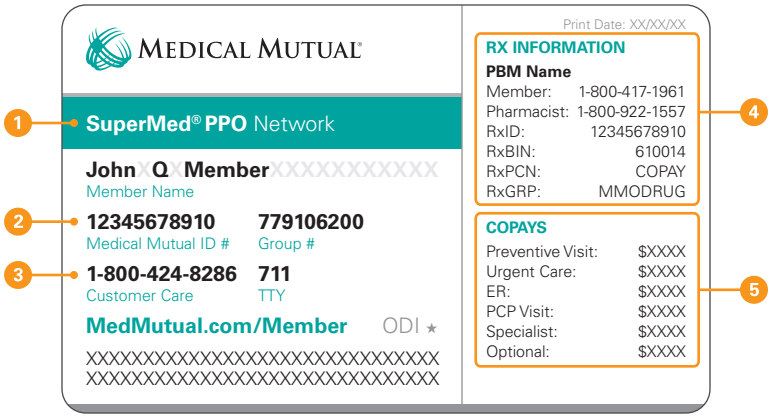
What is the SuperMed PPO network?

Medical Mutual is a regional health insurer headquartered in Cleveland, Ohio. Our SuperMed PPO network is one of the largest provider networks in Ohio. The SuperMed PPO service area includes all 88 counties in Ohio, as well as Boone, Campbell and Kenton counties in Kentucky.

Medical Mutual members also have access to the Cigna Healthcare℠ PPO Network when they live, travel or spend significant time outside of the SuperMed PPO service area.

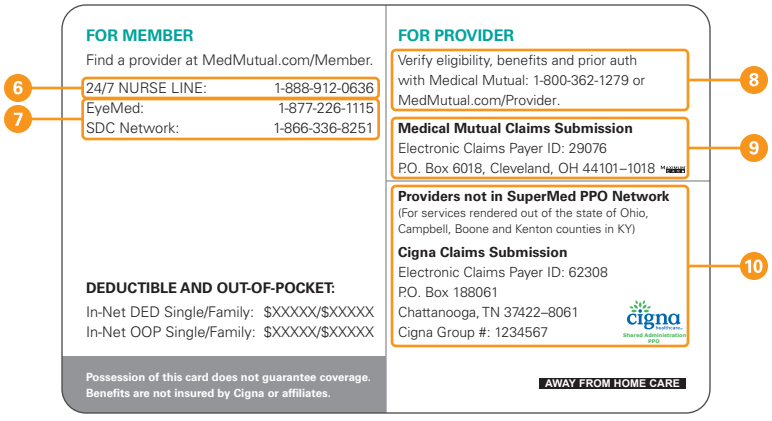
How do I access care through my national network?

Review the sample member ID card below and the frequently asked questions on the back of this flyer for valuable information that will help you access care when you need it.



Card Front

1. Your Primary Network and Product
2. Your Medical Mutual ID Number
3. Your Customer Care Phone Number
4. Your Prescription Drug Benefit Information, if applicable
5. Medical Copays, if applicable



Card Back

6. Your 24/7 Nurse Line Phone Number
7. Your Vision and Dental Networks Phone Numbers
8. Information for Providers, including Prior Authorization
9. Medical Mutual Claims Submission Information
10. Cigna Claims Submission Information

*This ID card is provided as an example. Actual network, benefit details and contact information may vary based on your plan.

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MEDICAL MUTUAL® | cigna healthcare℠ Shared Administration PPO

Frequently Asked Questions

When can I use the Cigna Healthcare PPO Network?
If you travel outside the SuperMed PPO service area and you need medical care, you can visit a Cigna Healthcare PPO Network provider to receive care.

How can I find an in-network provider?
You can search for in-network providers by logging in to My Health Plan, Medical Mutual's secure member website, and clicking on Find a Provider. Choose the network you would like to search—Medical Mutual SuperMed PPO or Cigna Healthcare PPO Network.

How can my provider verify what benefits I am eligible to receive under my health plan?
Providers can use an online system called Availity to verify what services you are eligible to receive under your health plan benefits. Or, they can call the Medical Mutual phone number on the back of your ID card.

Where should my provider submit claims for payment?

- SuperMed PPO providers should submit claims to the Medical Mutual address on your ID card.
- Cigna Healthcare PPO Network providers should submit claims to the Cigna address on your ID card.

What number should my provider call to obtain prior authorization?
Providers should contact Medical Mutual at the phone number on your ID card for prior authorization.

Who should I call if I have questions?
Call Medical Mutual Customer Care at the number on your ID card.

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*The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare is an independent company and not affiliated with Medical Mutual of Ohio. Access to the Cigna Healthcare PPO Network is available through Cigna Healthcare's contractual relationship with Medical Mutual of Ohio. All Cigna Healthcare products are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name, logo, and other marks are owned by Cigna Intellectual Property, Inc.