

# Understanding Your Plan's Network

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

## What is the relationship between Medical Mutual and Cigna?

Medical Mutual administers your health plan benefits, works with your healthcare providers to review and approve certain healthcare services, processes your claims and is the voice on the phone when you call Customer Care. You and your covered dependents have access to a network of doctors and hospitals through the Cigna Healthcare<sup>SM</sup> PPO Network if you live outside the Medical Mutual SuperMed PPO service area—all 88 counties in Ohio as well as Boone, Campbell and Kenton counties in Kentucky.

## How to access care through the Cigna Healthcare PPO 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.

The image shows the front of a member ID card. It features the Medical Mutual and Cigna logos at the top. A teal banner reads "Cigna PPO Network". Below this, the member's name "John Q. Member" is displayed. Key information includes the Medical Mutual ID # (12345678910) and Group # (779106200). The Customer Care phone number is 1-800-424-8286, with a TTY number of 711. The website MedMutual.com/Member is listed. On the right side, there are two boxes: "RX INFORMATION" containing BPN Name, Member, Pharmacist, RxID, RxBIN, RxPCN, and RxGRP; and "COPAYS" containing Preventive Visit, Urgent Care, ER, PCP Visit, Specialist, and Optional. A "Print Date" field is also present.

### 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

The image shows the back of the member ID card. It is divided into two main sections: "FOR MEMBER" and "FOR PROVIDER". The "FOR MEMBER" section includes a 24/7 Nurse Line (1-888-912-0636), EyeMed (1-877-226-1115), and SDC Network (1-866-336-8251). It also lists "DEDUCTIBLE AND OUT-OF-POCKET" information for In-Net DED and In-Net OOP. A disclaimer states: "Possession of this card does not guarantee coverage. Benefits are not insured by Cigna or affiliates." The "FOR PROVIDER" section includes instructions to verify eligibility and provides Cigna Claims Submission information (Electronic Claims Payer ID: 62308, P.O. Box 188061, Chattanooga, TN 37422-8061, Cigna Group #: 1234567). It also lists "Providers in SuperMed PPO Network" and "Medical Mutual Claims Submission" information (Electronic Claims Payer ID: 29076 & 31117, P.O. Box 6018, Cleveland, OH 44101-1018). A "TPV LOGO" and "AWAY FROM HOME CARE" logo are also present.

### Card Back

- 6 Your 24/7 Nurse Line Phone Number
- 7 Your Vision and Dental Networks Phone Numbers
- 8 Medical Deductible and Out-of-pocket amounts
- 9 Information for Providers, including Prior Authorization
- 10 Provider Claims Submission Information

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

## Frequently Asked Questions

### **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?**

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 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.