

Case Western Reserve University

January 1, 2024

Topics to Cover Today

- Getting Started
 - Open enrollment period 11/06/23-11/30/23
 - Important things to know about Medical Mutual
- Network Review
- Plan Review
 - Medical Benefits- **No changes!**
 - SuperMed Plus PPO
 - High Deductible Health Plan (HDHP)
 - Cle-CareHMO
 - SDC Dental
- Telehealth
- Health and Wellness Programs
- Member Tools and Resources
- Reminders

Welcome to Medical Mutual



- Founded in 1934; the oldest and largest group health insurance company in Ohio.
- Headquartered in Cleveland with local sales and customer care offices in Toledo, Columbus, and Cincinnati
- One of the largest provider networks in Ohio.
- 104,000 claims processed daily with over 99% accuracy.

Network Review

Network – SuperMed® PPO



- Broad network with access to nearly every healthcare professional in Ohio and 99% of the hospitals.
 - **Ohio:** All 88 counties
 - **Kentucky:** Boone, Campbell, and Kenton Counties
- National network via a collaboration with Cigna®, a global healthcare company.
 - Access to the Cigna® PPO for members residing or travelling outside of the SuperMed service area.
- Member ID card indicates where to get care and how providers can submit claims for payment.
- No referrals required.

Cigna® is a trademark of Cigna Inc. and is protected throughout the world by trademark registrations and treaties.

Find a Doctor or Hospital in Your Network

- You have choices when looking for an in-network doctor or hospital before and after you enroll.
- 24/7 digital access.
 - Download our mobile app or visit MedMutual.com.
- Call our friendly Customer Care team for assistance.
 - **Mon – Thurs:** 7:30 AM to 7:30 PM
 - **Fri:** 7:30 AM to 6 PM
 - **Sat:** 9 AM to 1 PM
 - 1-800-586-4509



Find a Provider Tool

<https://providersearch.medmutual.com/>

Find a Provider

Whether you're a current or future Medical Mutual member, we can help you find the right in-network provider.



Choose a plan type to view providers that accept it.

☐ Individual and Family

This also applies to you if you are coming from the online exchange.

☒ Group

Includes plans offered by your employer. Search results may include a national network.

☐ Medicare Advantage

Medicare Advantage Plans combine the benefits of Medicare Part A and Part B and also include Part D prescription drug coverage.

☐ Medicare Supplement

Medicare Supplement (Medigap) plans help to pay for costs that Medicare doesn't cover, like deductibles, copayments and coinsurance.

Next


Select Group
for Plan Type

Find a Provider Tool

Select Type of
Provider for
Search


Find a Provider

Whether you are a current or future member, we can help you find the right in-network provider.




Choose provider type:


Medical + Costs




Pharmacy



Dental



Vision



Find a Provider Tool

Find a Provider

Whether you're a current or future Medical Mutual member, we can help you find the right in-network provider.



Choose a network you would like to search:

- ☐ SuperMed PPO and Cigna PPO
- ☐ TriHealth WellFlex

[+ Don't See Your Network? View More](#)

Select
Network


Back

Next

Find a Provider Tool

Choose Location:

- Enter address or zip code



Hi there, let's get started!

Before you begin your search, we need your search location and plan information so we can find in-network providers nearby.

For this step, an address, city or zip code for searching and a health plan ID card will be helpful.





It just takes a couple of seconds to complete, and then you can search for doctors, hospitals, specialists and more.

Choose a location

Search Options:

- Search by doctor or location name
- Search by specialty
- View a full list of specialties

Hello,
What are you searching for today?

 Doctors by name	 Doctors by specialty	 Places by name	 Places by type
Search all		Advanced Search	

DOCTORS BY SPECIALTY Primary Care Physi... →	PLACES BY TYPE Urgent Care →
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Find a Provider Tool – Results Page

Family Medicine

1162 results 25 miles ▾ More filters

Distance (Closest) ▾ Map

FIBBI, MEGHAN F, DO
Primary care provider Accepting new patients at this location

METRHEALTH BROOKLYN
5208 MEMPHIS AVE
CLEVELAND, OH 44144 • [0.5 miles](#)
(216) 398-0100

Locations • 3

SPECIALTIES
Family Medicine

CONTACT
Main: (216) 398-0100
Email: None
[+ 1 more](#)

PROVIDER STATUS
[More Details](#)

GENDER
Female

LANGUAGES SPOKEN
English

NPI
1225415995

[View profile](#) [Report Issues](#)

MINTZ, LAURA J, MD
Primary care provider Accepting new patients at this location

METROHEALTH BROOKLYN HLTH CTR
5208 MEMPHIS AVE
CLEVELAND, OH 44144 • [0.5 miles](#)
(216) 398-0100

Locations • 3

SPECIALTIES
Internal Medicine, Pediatrics

CONTACT
Main: (216) 398-0100
Email: None
[+ 1 more](#)

PROVIDER STATUS
[More Details](#)

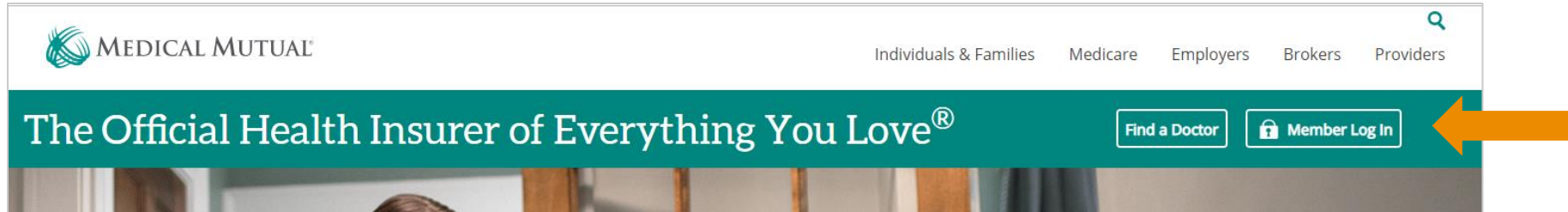
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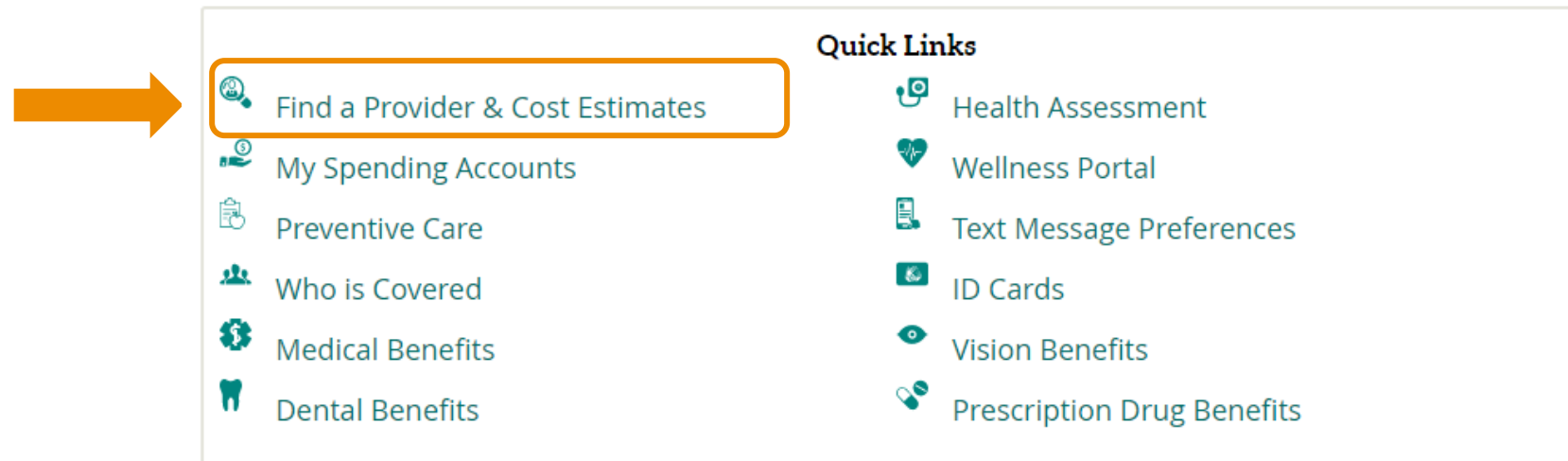
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Find a Provider Tool

- Log into **My Health Plan** at www.medmutual.com.



- Scroll to bottom of page to **Find a Provider**.




Find a Provider Tool

- System will default to your current network.


Find a Provider

Whether you are a current or future member, we can help you find the right in-network provider.




Choose provider type:


Medical + Costs




Pharmacy



Dental



Vision




Select type of provider

Find a Provider Tool

Choose Location:

- Enter address or zip code



Hi there, let's get started!

Before you begin your search, we need your search location and plan information so we can find in-network providers nearby.

For this step, an address, city or zip code for searching and a health plan ID card will be helpful.





It just takes a couple of seconds to complete, and then you can search for doctors, hospitals, specialists and more.

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Search all		Advanced Search	

DOCTORS BY SPECIALTY Primary Care Physi... →	PLACES BY TYPE Urgent Care →
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[More Details](#)

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Female

LANGUAGES SPOKEN
English

NPI
1790163913

Medical Mutual CLE-Care HMO

Experience and Access



Access to a customized network of experienced providers dedicated to coordinating patient care and working together to generate better health outcomes at lower costs to you.

- 97% of Cuyahoga County residents are within 10 miles of CLE-Care network locations.
- The MetroHealth Acute Care Medical Center also houses:
 - Level I Adult Trauma & Burn Center
 - State-of-the-art Cancer Care Pavilion
 - Rehabilitation Pavilion
 - Women & Children's Pavilion
 - Skilled Nursing Facility beds
 - Metro Life Flight air and ground transport service
- Dedicated CLE-Care customer service lines for scheduling, benefit questions, and pharmacy needs.
- Primary Care Provider selection assistance focused on prevention; avoiding unnecessary care; transitioning back to home, work, and the life you love.

Coordination and Convenience



- Extensive physician care locations, plus:
 - 4 hospitals
 - 4 outpatient surgery sites
 - 4 emergency rooms
 - 4 MetroExpressCare locations
 - 4 walk-in clinics at Discount Drug Mart
 - 9 pharmacy locations
- Electronic medical record access via MyChart app or website for on-line convenience, including appointment scheduling and prescription refills.
- Text and phone reminders for care and prescriptions.
- Patient-centered team approach for all primary care. No referrals required within MetroHealth System.



Broad Network of Providers



CLE-Care HMO's patient-centered care teams include:

- Primary Care Physicians
- Specialty Physicians
- Advanced Nurse Practitioners and Nurses
- Other Health Professionals

Plus expanded CLE-Care HMO network services:

- Ambulance Services
- Behavioral Health Professionals and Hospitals
- Chiropractors
- Dialysis Centers
- Durable Medical Equipment Providers
- Genetic Testing Laboratories
- Home Health Care
- Home Infusion Therapy Providers
- Hospices
- Long-Term Acute Care Hospitals
- Orthotics & Prosthetics Providers
- Skilled Nursing Facilities

Mail Order Prescription Drug



- 9 MetroHealth pharmacies for walk-in prescriptions
- MetroHealth prescription mail order
- Case Management/Prior Authorization/Step Therapy
 - Member's cost share reduced
 - Generic Incentive
- Specialty Pharmacy

MetroHealth Pharmacies

- Lower out-of-pocket cost for CLE-Care HMO enrollees
- 90-day MetroHealth prescription refills sent directly to your home
- Your MetroHealth physician can electronically submit or you can submit by phone or mail order

Getting Started with CLE-Care



- Choose a Primary Care Physician
- Appointment Scheduling and Pharmacy
 - Call (216) 957-8100
 - [Metrohealth.org/Appointments](https://metrohealth.org/Appointments)
 - [Metrohealth.org/PhysicianDirectory](https://metrohealth.org/PhysicianDirectory)
- Benefits Questions
 - Call Medical Mutual Customer Care at 1-800-232-7400

Plan Review

Medical: SuperMed PPO Network

Benefits	PPO 1	PPO 2	PPO 3
Deductible (Single/Family)	\$250 / \$500	\$375 / \$750	\$500 / \$1,000
Coinsurance	80%	80%	80%
Coinsurance (Single/Family)	\$750 / \$1,500	\$1,375 / \$2,750	\$1,750 / \$3,500
Maximum Out-of-Pocket Medical Only (Single/Family)	\$1,000 / \$2,000	\$1,750 / \$3,500	\$2,250 / \$4,500
Primary Care Copay	\$20	\$30	\$30
Specialist Copay	\$30	\$50	\$50
Preventive Services Copay	\$0	\$0	\$0
Urgent Care Copay	80% after Deductible	80% after Deductible	80% after Deductible
Emergency Room Copay	\$100 then Deductible then 80%	\$200 then Deductible then 80%	\$200 then Deductible then 80%
Non-Emergency Room Copay	\$100 then Deductible then 80%	\$200 then Deductible then 80%	\$200 then Deductible then 80%
Prescription Drug Copay	Refer to MedImpact		

Prescription Drug: SuperMed PPO Plan – Through MedImpact

		Days Supply
Retail at MedImpact		
Generic	\$15 / \$15	30
Formulary	\$30 / \$40	30
Non-Formulary	\$60 / \$75	30
Specialty	\$100	30
Mail at MedImpact Direct		
Generic	\$30 / \$30	90
Formulary	\$60 / \$80	90
Non-Formulary	\$120 / \$150	90

Medical: SuperMed PPO Network - HDHP

Benefits	Network
Deductible (Single/Family)	\$1,650 / \$3,300
Coinsurance	80%
Coinsurance Maximum (Single/Family)	\$1,350 / \$2,700
Maximum Out-of-Pocket – Medical and Drug Combined (Single/Family)	\$3,000 / \$6,000
Primary Care Copay	Deductible then Coinsurance
Specialist Copay	Deductible then Coinsurance
Preventive Services Copay	\$0
Urgent Care Copay	Deductible then Coinsurance
Emergency Room Copay	Deductible then Coinsurance
Non-Emergency Room Copay	Deductible then Coinsurance
Prescription Drug Copay	Refer to MedImpact

Prescription Drug: HDHP – Through MedImpact

		Days Supply
Retail at MedImpact		
Generic	After deductible \$15	30
Formulary	After deductible \$40	30
Non-Formulary	After deductible \$75	30
Specialty	After deductible \$100	30
Mail at MedImpact Direct		
Generic	After deductible \$30	90
Formulary	After deductible \$80	90
Non-Formulary	After deductible \$150	90

Medical: CLE-Care HMO Plan (Metro Network)

Benefits	Network
Deductible (Single/Family)	\$0 / \$0
Coinsurance	100%
Coinsurance Maximum (Single/Family)	\$0 / \$0
Maximum Out-of-Pocket – Medical and Drug Combined (Single/Family)	\$2,000 / \$6,000
Primary Care Copay	\$15
Specialist Copay	\$30
Preventive Services Copay	\$0
Urgent Care Copay	\$15
Emergency Room Copay	\$100
Non-Emergency Room Copay	Not Covered
Prescription Drug Copay Retail Mail Order	See Next Page

There are no benefits when seeking services outside of the Metro Health Network

Prescription Drug: CLE-Care HMO Plan (Metro Network)

		Days Supply
Retail at Metro Pharmacies		
Generic	\$15	30
Formulary	\$30	30
Non-Formulary	\$30	30
Mail at Metro Pharmacies		
Generic	\$15	90
Formulary	\$30	90
Non-Formulary	\$30	90
Retail at Express Scripts Pharmacies		
Generic	\$25	30
Formulary	\$40	30
Non-Formulary	\$40	30



Case Western Reserve University

SDC Dental Benefits
2024

Summary of Benefits

	Plan #962	
	In Network	Out of Network
Preventive	100%	70%
Basic	80%	60%
Major	60%	40%
Contract Maximum	\$2,000	\$2,000
Orthodontia	50%	35%
Orthodontia Maximum	\$1,250	\$800
Deductible	\$0	\$50/\$100
Copay	N/A	N/A
Network Access	No Balance Billing	Balance Billing Possible

Value-added Benefits

Your SDC dental plan comes with the following extra benefits at no additional cost:



Free Second Opinions



15% discount on cosmetic dental services through our SmileRider program



Savings on vision services through our EyeMed discount card



Savings on prescriptions through our Rx discount card



Hearing aid discount program from TruHearing®



Identity theft resolution program from ID Resolution

National Network

Maximize your benefits and save more on your dental care by staying in network.

- Find dental providers near you who participate in SDC's network at **SuperiorDental.com/find-a-dentist**
- If your dentist or specialist does not currently participate in SDC's network, complete the **dentist referral form** from the Find-A-Dentist page on our website



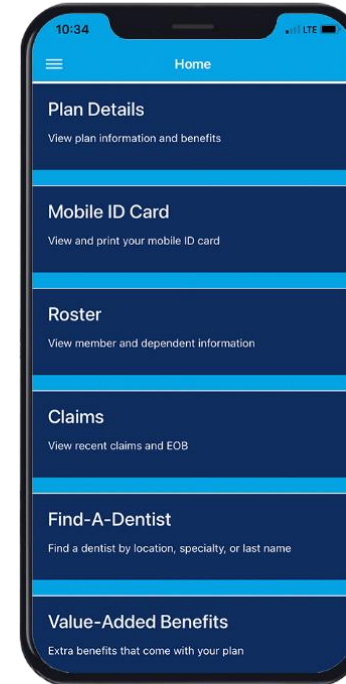
Tools and Resources

- SuperiorDental.com
 - Find-A-Dentist
 - Online chat
 - Dental health blog
- Superior Direct Connect
 - View benefit levels
 - Check claim status
 - Print ID card
- Interactive Voice Response (IVR) phone system
 - 24/7 self-service automated phone system
 - Check enrollment, claim status, order new ID cards and more



SDC Mobile

- On-the-go access to plan information
 - View plan details
 - Access your Mobile ID card
 - Review claims
 - Access Find-A-Dentist
 - Online chat



Keep Your Smile Bright!

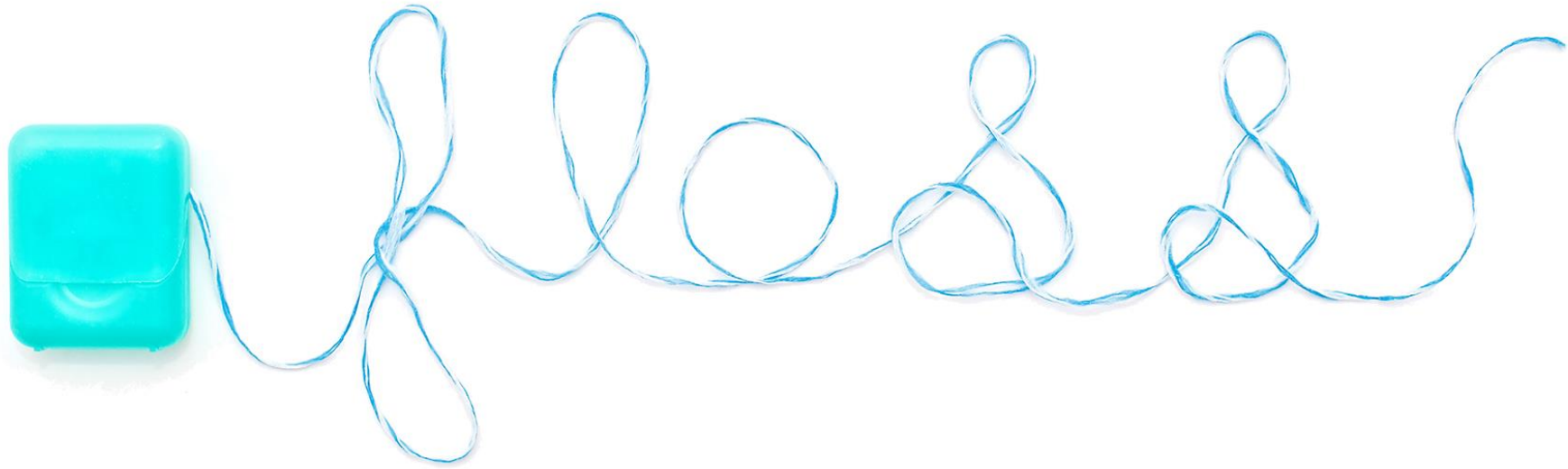
A lifetime of healthy teeth and gums starts with:

- Brushing your teeth at least twice a day
- Flossing daily
- Eating a healthy diet
- Limiting sugary foods and drinks
- Visiting your dentist for an exam every six months



Did You Know?

In North America, over **3 million miles** of dental floss are purchased annually.





Questions?

Thank You for Attending

Telehealth (Telemedicine)

Telehealth Services

■ What is Telehealth?

- Telehealth visits are a virtual way to connect with your healthcare providers.
- Telehealth visits can be done by computer, tablet or smartphone.
- Visits include both an audio and visual component, meaning you can see and hear your provider during the visit, just as if you were taking face to face.

■ How do I connect for a Telehealth visit?

- Your healthcare provider will let you know what you'll need to connect for your telehealth visit. It usually involves downloading a mobile app, such as FaceTime or Zoom, or logging in to a website.
- Some providers may use an online tool that is part of your electronic health record.
- You may need to complete an online registration process before your visit.

Telehealth – Scheduled Visits

You can obtain the care you need without leaving your home.

- **Scheduled Visits**

- This is a planned visit with your provider.
- Connect using a computer, tablet or smartphone.
- Can be used for routine care for acute or chronic health conditions.
- Behavioral health visits are included.

- **Telepsychiatry**

- Some psychiatrists also offer telemedicine visits for medication checks and other treatment needs.

**Scheduled telehealth visits are covered by your health plan.
Ask your provider if they offer telehealth visits.**

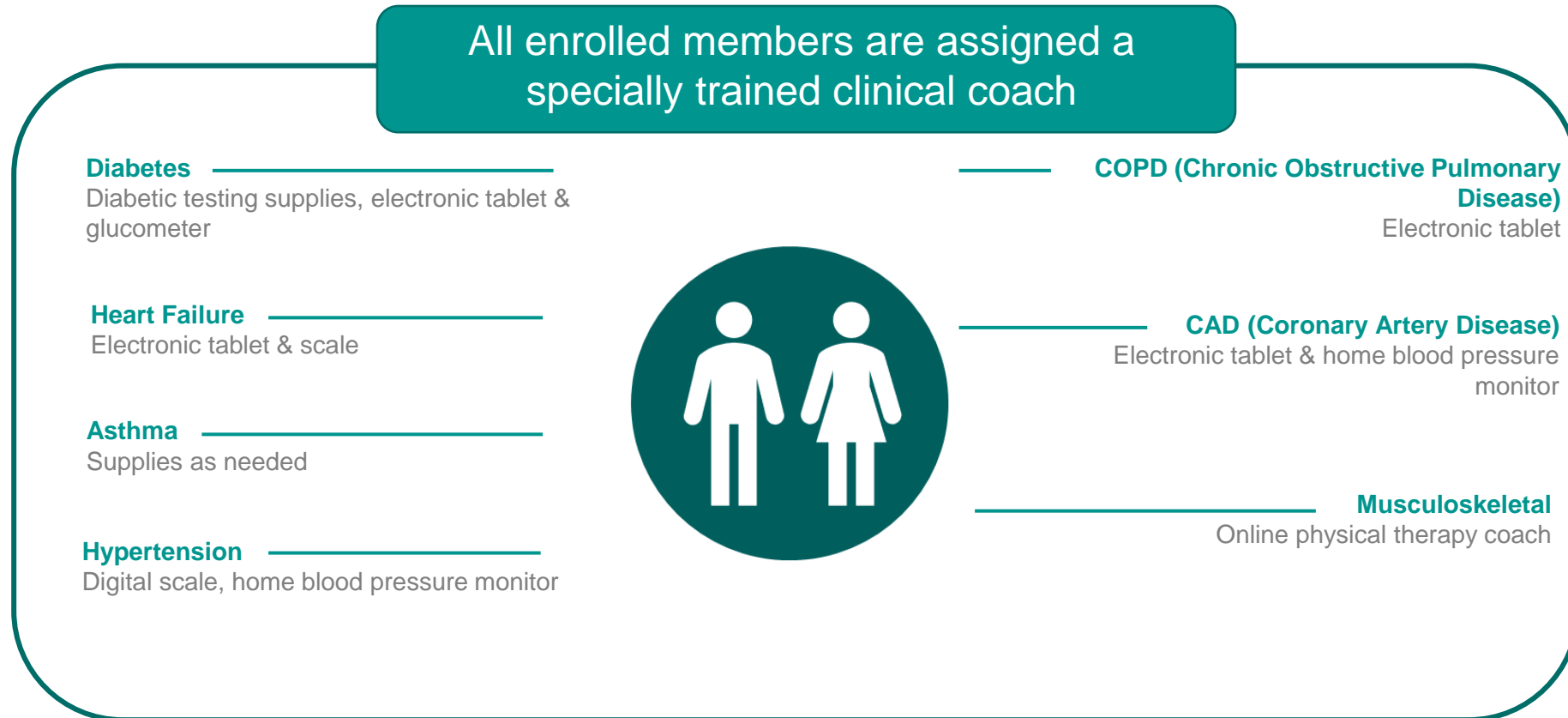
Telehealth – On-Demand Visits

If you or a family member needs medical care after hours and you cannot reach your doctor, you can obtain the care you need without leaving your home with on-demand telehealth services:

- 24/7 access to licensed physicians virtually by web or app.
- Use this service after hours or when your physician is not available.
- Receive medical treatment for non-emergency conditions, such as the common cold, respiratory infections, and minor burns or lacerations.

Health & Wellness Programs

Chronic Condition Management Program



Chronic Condition Management Program

- Provided at no additional cost to you.
- No member cost sharing for diabetes testing supplies if you participate.
- Medical Mutual may reach out to members who could benefit from this program.
 - Methods to identify members:
 - Claims from provider visits
 - Case Management referral
 - Online Health Assessment through My Health Plan
 - Nurse Line referral
- You can refer yourself by calling 1-800-590-2583.

Chronic Condition Management Program

■ The Lark A.I. Platform

- Compassionate care for millions on an award-winning chronic condition management and prevention platform.



Chronic Condition Management Program

■ Here's how to start your Lark Health Digital Coaching



Texting

Text LARKMM to 484848 to enroll in your Lark program.



Visiting the website

Go to www.lark.com/medical-mutual to enroll in your Lark program.



Scanning the QR code

Open your phone's camera over the code to enroll in your Lark program.



Text link to download Lark



Lark sends devices



24/7 coaching with evidence-based care plans

lark

Ready to get started?

Get started today and claim your devices at no additional cost to you.

Scan this QR code with your smartphone camera to get started.



Online visit

enroll.lark.com/MedMutual

Chronic Condition Management Program

- Engagement opportunities based on members' health and preferences
 - Digital
 - Telephonic
 - Remote Monitoring
- Customized support for members with various chronic conditions including:
 - Asthma
 - Heart Failure
 - Coronary Artery Disease (CAD)
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Diabetes
 - Hypertension
 - Musculoskeletal Pain
 - Pelvic Health Issues (individuals with vaginal anatomy, regardless of gender identity)



Musculoskeletal Digital Therapy & Virtual Physical Therapy: Sword Health

- NEW program added to our Chronic Condition Management Program.
- Designed to help members with musculoskeletal conditions (back pain, neck & shoulder pain, pain from arthritis, etc.).
- Expands population health model with digital coaching and virtual physical therapy solutions to help members:
 - Avoid injuries
 - Avoid surgery
 - Reduce pain
 - Decrease reliance on medication
 - Increase satisfaction (Guided PT from home with Real Time feedback)
 - Reduce overall cost
- Rollout to clients June 15, 2023



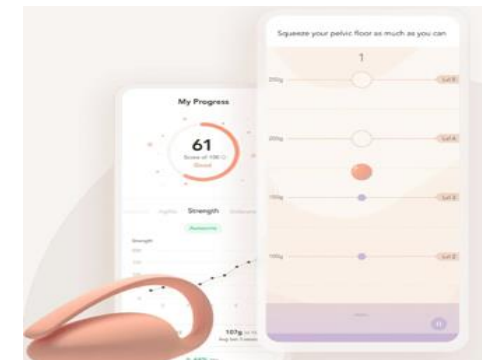
Musculoskeletal Digital Therapy & Virtual Physical Therapy: Bloom

- Bloom is an additional offering from Sword Health that addresses women's pelvic health issues through physical therapy.
- The program treats:
 - Pelvic Pain
 - Urinary incontinence
 - Other pelvic floor issues
- Because these conditions are not typically thought of as MSK issues or associated with physical therapy, Sword separately markets Bloom as a women's health product.

Bloom

1 in 4 Women suffer from pelvic health disorders. Traditional pelvic care is inaccessible and stigmatized.

Bloom is the next generation of Women's Pelvic health enabling a more convenient, higher quality and destigmatized pelvic care, at home.



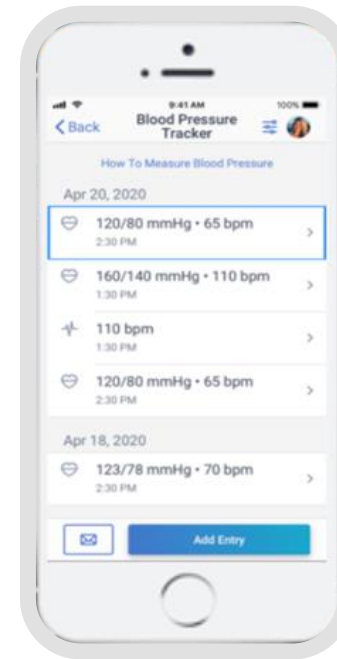
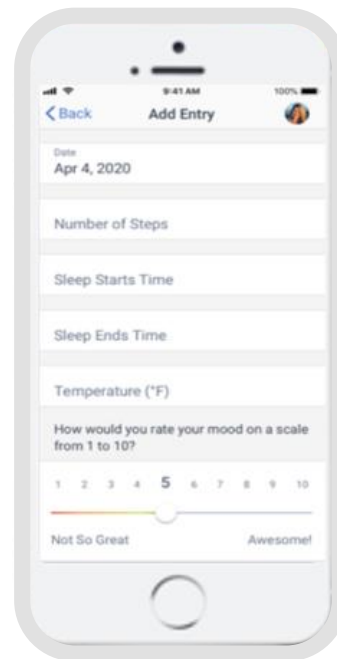
Maternity Management



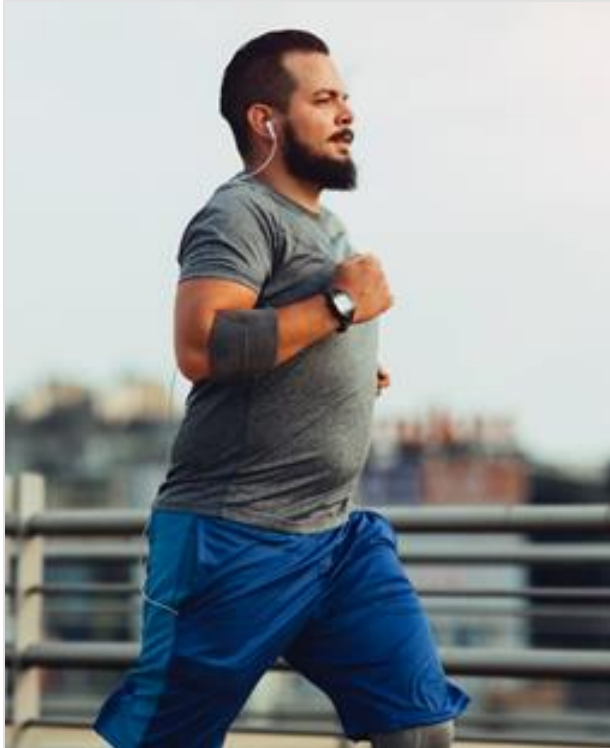
- Maternity support and digital coaching.
 - Customized content & education based on your preference
 - Digital trackers (e.g., mood, blood pressure, pain)
 - App prompts & reminders such as weekly pregnancy to-do list
 - Post-delivery support such as articles on caring for your newborn and children up to age 2
- Connect to Medical Mutual's Care Management team as needed with a simple click-to-call link.
- Rely on the 24/7 Nurse Line.
- Find a doctor for OB and pediatric care.
- Home-based OB services for high-risk pregnancies.

Maternity Management

- Find the app by searching **MedMutual Maternity**.
 - Apple App Store® or Google Play®
 - Once app is downloaded to your device, create an account by entering your Medical Mutual ID number and your date of birth.



Medical Mutual Wellness Programs

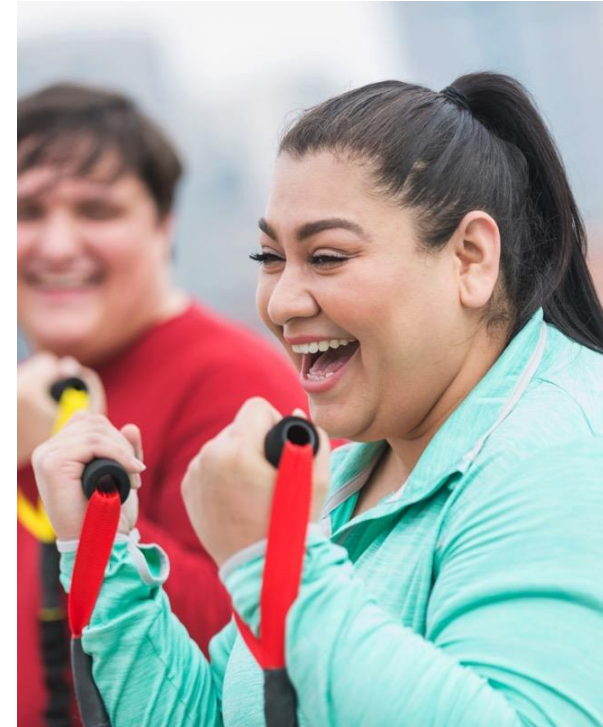


- Comprehensive suite of programs designed to help you maximize health, wellness and quality of life.
 - WW[®] Discount Program
 - QuitLine Tobacco Cessation
 - Fitness Discounts
 - Nurse Line
- Member portal to manage your health at your convenience.
 - Access through My Health Plan

** WW Discount Program is the program formerly known as Weight Watchers. WW is a registered trademark of WW International, Inc.*

WW[®] Discount Program

- Members receive an upfront discount on monthly memberships.
- Discount is nearly 50% savings on the cost of a standard WW[®] program.
 - Discounts available for Digital, Digital + Studio and WW[®] for Diabetes.
- Program Eligibility and Enrollment
 - Must be a Medical Mutual member.
 - Contact Medical Mutual by email at ww@medmutual.com or by phone at 1-800-251-2583.
 - Provide the following information
 - First and last name
 - Date of Birth
 - Medical Mutual ID #
 - Address
 - Email address
 - Phone number
 - We respond within 3 business days to complete your enrollment



Fitness and Healthy Living Discounts

- Special Membership rates to popular fitness centers/organizations through our partnership with Husk Wellness.
 - Gym discounts
 - Nutrition education
 - Home and tech equipment discounts
 - On-demand fitness
 - Mental health coaching
- Discount Programs for healthy living products.
 - AmericanFitness.net
 - Safe Beginnings for child-proofing your home
 - YogaAccessories.com
 - Beltone Hearing Aids
 - Vitamix



Quit Line Tobacco Cessation Program



- Talk with a Quit Coach® by phone to receive support.
- You have access to:
 - Quit tobacco medications, including over-the-counter or prescription medications.
 - Quit guide that breaks down the five steps to quitting.
 - Texts with reminders to keep you motivated on your journey.
- Start living tobacco-free by enrolling today.
 - Call 1-866-845-7702.
 - Log in to My Health Plan at [MedMutual.com/Member](https://www.MedMutual.com/Member).

24/7 Nurse Line Access

- Access to a highly-trained and experienced nurse who will:
 - Listen to your concerns and provide an assessment of the situation.
 - Help determine if you need to visit your doctor, an urgent care clinic or the emergency room.
 - Talk through self-care for treating minor conditions at home.
 - Provide easy-to-understand explanations about medical tests and results.
 - Follow up later to see how you're feeling.

Talk to a nurse anytime – 24 hours a day!
Call 1-888-912-0636.



Member Tools and Resources

My Health Plan Member Portal

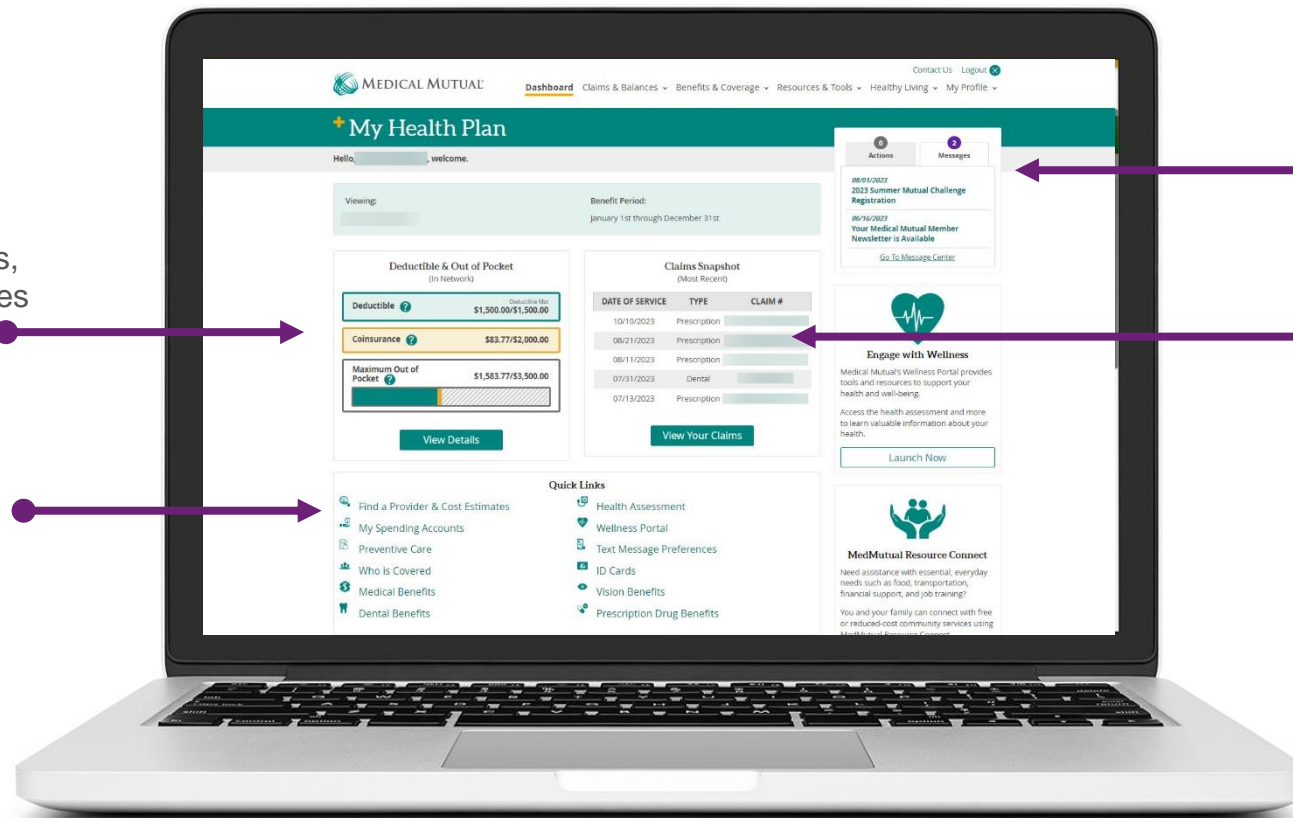
- 24/7 access to your health insurance plan

Track Expenses

Out-of-pocket costs, including deductibles and coinsurance

Provider Search/Estimate Costs

Find providers or price services based on a variety of search criteria



Message Center

Custom alerts and messages just for you

Track Claims

See current and past claims and status

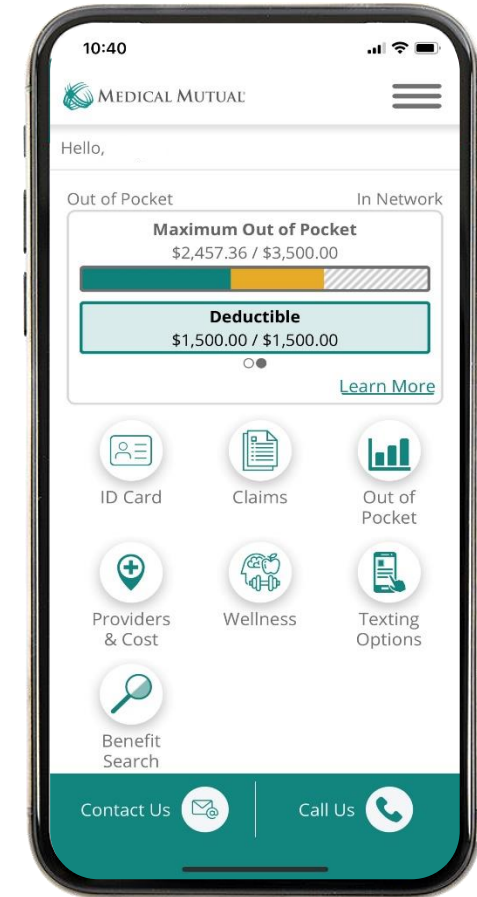
MedMutual Mobile App

Features

- Swipe to view the back of the card
- Email ID Card
- Fax ID Card
- Contact Us shows phone numbers based on what's on the ID Card

Provider Search

- Search by address
- Mirrors My Health Plan provider search
- Many search filters available (gender, language spoken, etc.)
- One click to call
- Add to phone contacts

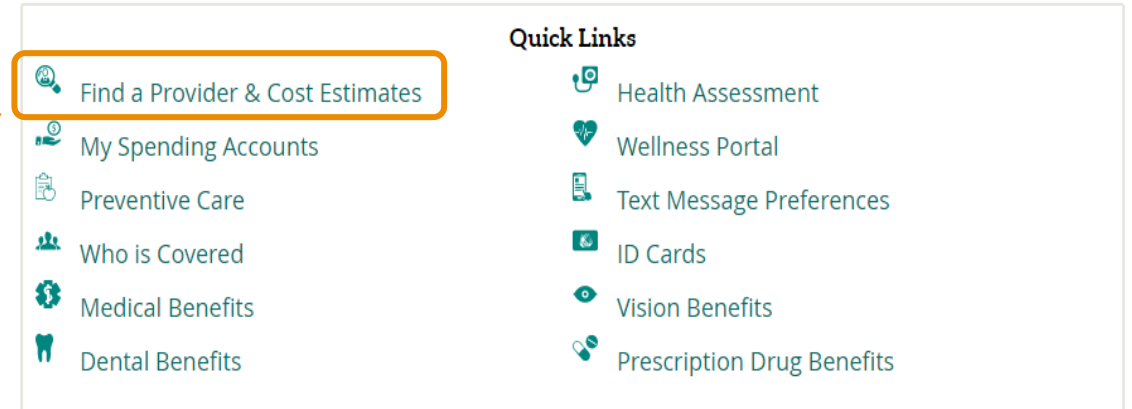


iPhone (iOS 11.0 and above)

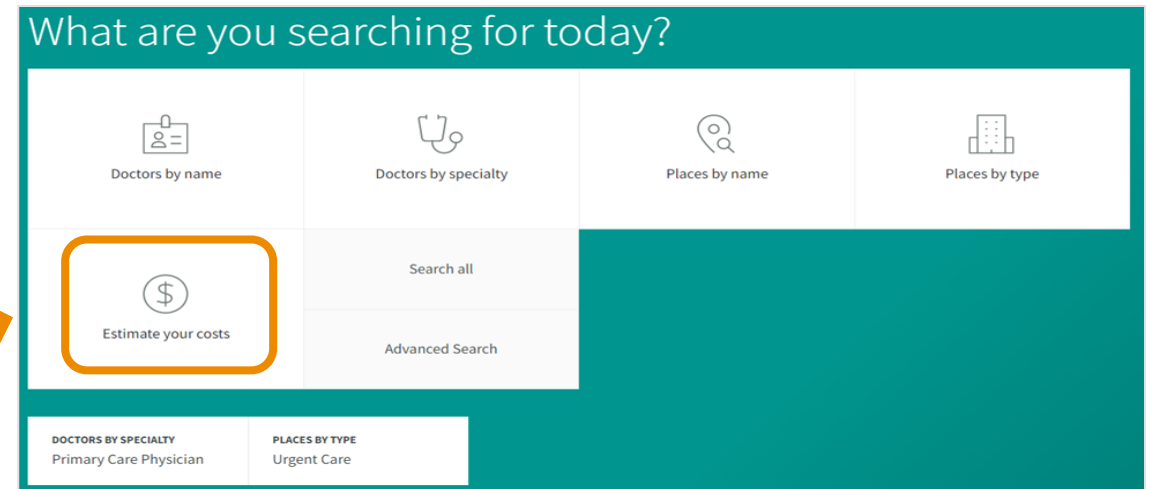
Android (7.0 and above)

Cost Estimator Tool

Located within the **Find a Provider** link on **My Health Plan**.



Click on **Estimate your costs**.



Cost Estimator Tool

- Type name of service to compare pricing.
- View average cost in top right corner of screen, along with cost range.

Estimate your costs

Type a medical service name to compare provider costs

Knee repair

Type at least two letters and we can start finding some matches for you

Knee Repair, ACL (Arthroscopic)

CPT 29888 Out of network and service details

AVERAGE COST
\$1,725

COST RANGE
\$920 - \$11,103

In-person care (181) Remote services (0)

100 miles

More filters

Cost (Low to High) \$1

Map

181 search results

HOASHI, JANE S, MD

Accepting new patients at this location

XCELL MEDICAL GROUP

710 LEONA ST
ELYRIA, OH 44035 • 3.5 miles
(440) 324-0092

Location

SPECIALTIES
Orthopedic Surgery

GENDER
Female

CONTACT
Main: (440) 324-0092
Email: None
[+ 1 more](#)

NPI

\$920 / you pay

[More details](#)

Cost Estimator Tool

Knee Repair, ACL (Arthroscopic)
CPT 29888 Out of network and service details

AVERAGE COST \$1,725 COST RANGE \$920 - \$11,103

In-person care (181) Remote services (0)

100 miles More filters Cost (Low to High) Map

181 search results

HOASHI, JANE S, MD
Accepting new patients at this location

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- To view cost by provider, click on **More Details** on their card

Service details

Knee Repair, ACL (Arthroscopic) for KELLY GOINS
Arthroscopic ACL Repair uses a long thin tube to examine and repair a torn Anterior Cruciate Ligament (ACL) in the knee.

A service is one piece of a health care procedure. You may be billed separately for anesthesia, facility costs, professional fees, or other specific circumstances. Additionally, you may be billed for this service more than once, for example, if the service has to be done multiple times over a certain time period. The cost represented here is the amount for a single instance of the service. Where applicable, negotiated rates for services are based on a single unit of quantity or per diem allowance. The "Fine print, disclaimers, and more" section below contains more details. Please check with your provider to understand the entire cost of care.

HOASHI, JANE S
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Place of service
On Campus-Outpatient Hospital

Cost details

Total cost	\$920
Insurance pays	\$0
You pay	\$920
Your deductible applied to this service	\$920
Your share of the cost (20% co-insurance)	\$0

We've estimated how much you'll pay based on your plan details and the average cost for this place of service: On Campus-Outpatient Hospital.
[Learn more](#)

- See cost breakdown for you based on plan chosen


MedMutual Resource Connect

MedMutual Resource Connect links you with free and reduced-cost social services for help with food, transportation, medical care, financial support, job training and more.

Simply use the search bar to find resources near you and to learn more.

ZIP














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MedMutual Resource Connect links you with free and reduced-cost social services for help with food, transportation, medical care, financial support, job training and more.


Select Language ▼

Simply use the search bar to find resources near you and to learn more.

 **FOOD**  **HOUSING**  **GOODS**  **TRANSIT**  **HEALTH**  **MONEY**  **CARE**  **EDUCATION**  **WORK**  **LEGAL**

 **2,559 programs**
in the Cleveland, OH 44144 area

Choose from the categories above and browse local programs, or search for any service. Select Language ▼ to translate the site.

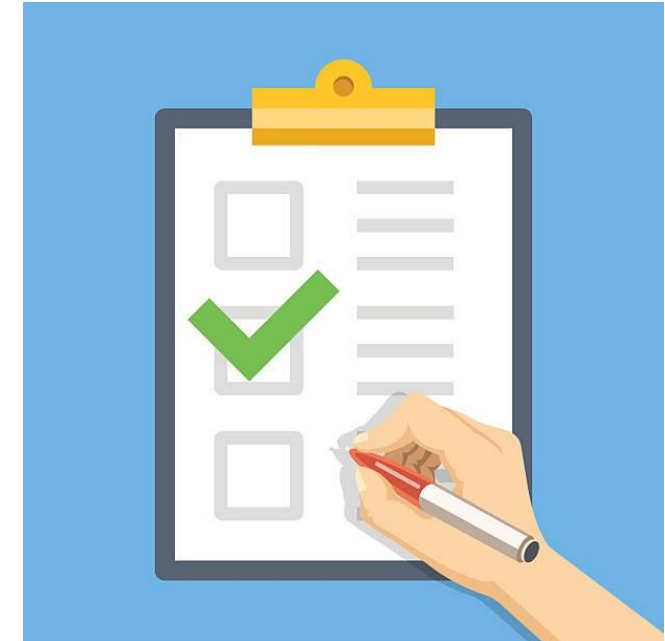


www.medmutualresourceconnect.com

Wrap Up

Important Information

- Annual Open Enrollment and time to make changes to insurance coverage.
 - Add dependents, remove dependents, change between plans.
 - Enroll in the plan if you previously waived coverage.
 - Elections are locked in for the entire 2024 plan year unless there is a qualifying event.
- Change decisions must be made and reported to HR by November 30, 2023.



Helpful Resources

- Visit [MedMutual.com](https://www.MedMutual.com)
 - Look up doctors and hospitals.
 - Check out [My Health Plan](#).
- Contact our Customer Care team for help and information at 1-800-586-4509.
 - **Mon – Thurs:** 7:30 AM to 7:30 PM
 - **Fri:** 7:30 AM to 6 PM
 - **Sat:** 9 AM to 1 PM
- Email and chat live with a representative.
- Contact your benefits professional or Medical Mutual with questions about your plan.

Questions and Answers

- What questions can I help with today?
- Thank you for choosing Medical Mutual

<https://www.medmutual.com/cwru>