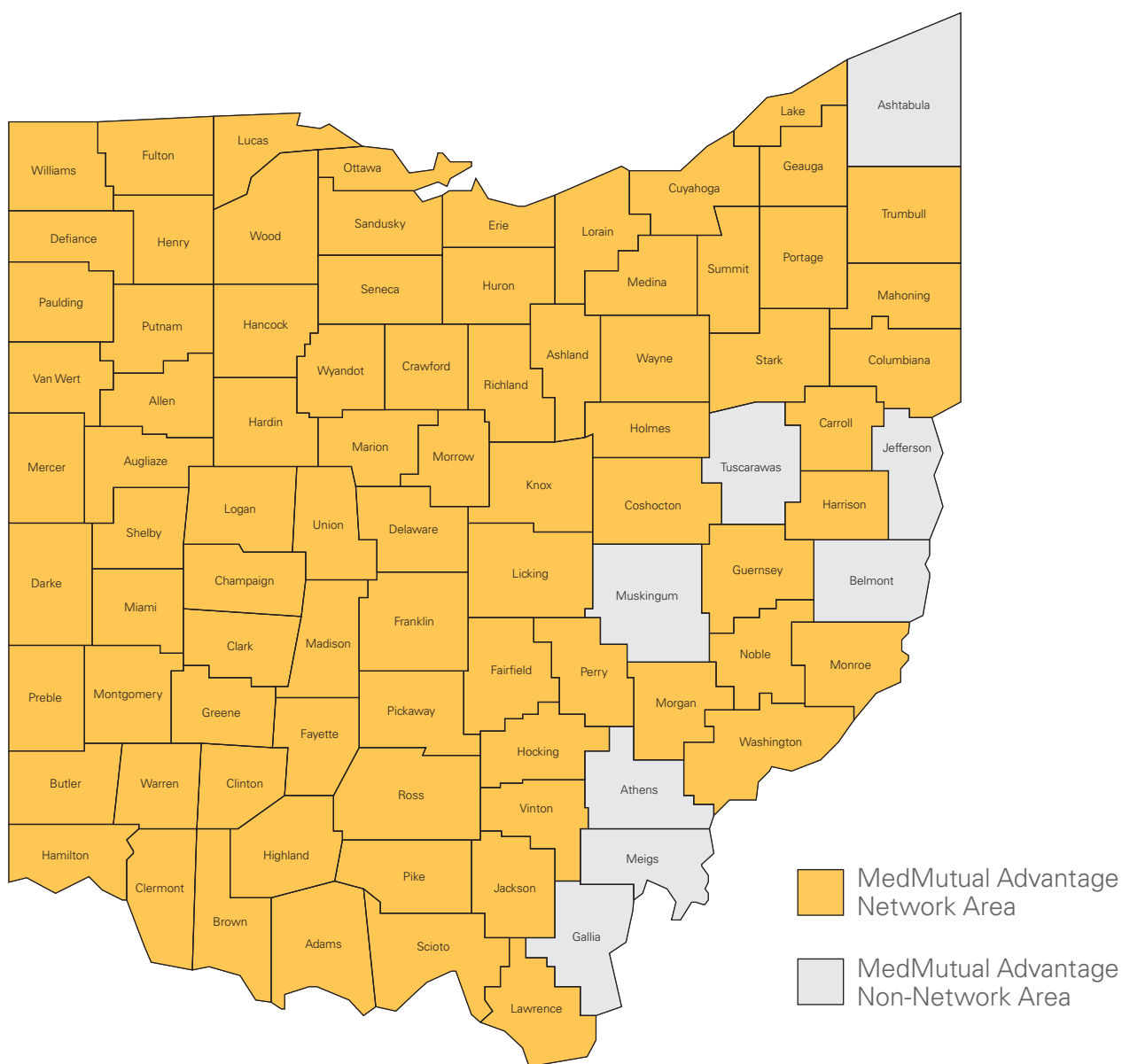# MedMutual Advantage Group Plan

Service Area

MedMutual Advantage group plans include access to a network of more than 34,000 quality healthcare providers throughout the state of Ohio. Some of our larger health system partners include Akron General, Cleveland Clinic, Mercy Health, Metrohealth, OhioHealth, Ohio State University Wexner Medical Center, Premier Health, TriHealth and University Hospitals. The MedMutual Advantage Ohio network area includes 80 of the 88 counties.

MedMutual Advantage
Network Area

MedMutual Advantage
Non-Network Area

MEDICAL MUTUAL®

MedMutual Advantage group plans also include access to providers and hospitals located outside of our 80 county Ohio network area. When outside of the existing Ohio network area, use the information below to find and receive care from providers in our extended network.

Extended Network Benefits

- Your benefits extend to receiving care from any Medicare eligible provider when you are outside of the 80 county Medical Mutual Medicare Advantage Ohio network area.

- Dental and vision services are also covered outside of the Ohio network area from eligible providers.

Find Medicare Eligible Providers

- Visit Medicare.gov and use the "Find a Doctor" tool to find eligible providers. Search for doctors, hospitals and other services. If you receive services from a non-eligible provider, you may be responsible for charges up to the full bill amount.

- Call our Customer Care department at (800) 801-4823 (TTY 711 for hearing impaired) seven days a week, 8 a.m. to 8 p.m. from October 1 through February 14 (except Thanksgiving and Christmas) and Monday through Friday, 8 a.m. to 8 p.m. and Saturday 9 a.m. to 1 p.m. from February 15 through September 30 (except holidays).

- For dental or vision providers, call the numbers listed on your MedMutual Advantage ID card (if applicable).

Receiving Care

- When receiving care, share your MedMutual Advantage ID card with the provider.

- Some Medicare eligible providers outside of Ohio may be unfamiliar with Medical Mutual of Ohio. Please direct any provider inquires to the Customer Care number listed on your MedMutual Advantage ID card.

- You can also call Medical Mutual prior to receiving care and we can reach out to the provider on your behalf.