Directory and Formulary Requests (Group Plans)

Provider and Pharmacy Directories

If you need help finding a network provider and/or pharmacy, please call 1-800-801-4823 (TTY 711 for hearing impaired) or visit MedMutual.com/MAgroup to access our currently available online searchable directory. When prompted, enter the group number listed on the cover letter included in this packet. If you would like a Provider/Pharmacy Directory mailed to you, you may call the number above, request one at the website link provided above, or email MedicareAdvantageMembers@MedMutual.com.

Your MedMutual Advantage plan includes access to providers and hospitals outside of our 83 county Ohio network area. For more information or assistance finding a provider convenient to your location, please call the number above.

Formulary

If you have a question about covered drugs, please call 1-800-801-4823 (711 for hearing impaired) or visit MedMutual.com/MAgroup to access our currently available online formulary. When prompted, enter the group number listed on your member ID card. If you would like a Formulary mailed to you, you may call the number above, request one at the website link provided above, or email MedicareAdvantageMembers@MedMutual.com.

Questions

Customer Care Specialists are available to answer your call directly 8 a.m. to 8 p.m., seven days a week from October 1 to March 31 (except Thanksgiving and Christmas) and 8 a.m. to 8 p.m., Monday through Friday and 9 a.m. to 1 p.m. Saturdays from April 1 through September 30 (except holidays). Our automated telephone system is available 24 hours a day, seven days a week for self-service options.