



MEDICAL MUTUAL®

## Directory, Formulary and Evidence of Coverage 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](http://MedMutual.com/MAGroup) to access our currently available online searchable directory. When prompted, enter the group number listed on your member ID card. 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](mailto: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](http://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](mailto:MedicareAdvantageMembers@MedMutual.com).

### **Evidence of Coverage (EOC)**

You can view your currently available Evidence of Coverage (EOC) online by visiting [MedMutual.com/MAGroup](http://MedMutual.com/MAGroup) and following these steps:

1. When prompted, enter the group number listed on your member ID card.
2. Go to the "Plan Documents and Provider Directory" section.
3. Click on the "Evidence of Coverage" link.

If you would like your EOC mailed to you, please call 1-800-801-4823 (TTY 711 for hearing impaired) or email [MedicareAdvantageMembers@MedMutual.com](mailto: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 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.