



OHIO INSURANCE SERVICES AGENCY, INC.

OPEC-HC
Medical Mutual – “My Health Plan”

Dear Member.

The attached brochures explain a number of benefits for “logging on” and creating your account with Medical Mutual.

Not only can you access network providers, claims and other services, but all of the Certificates of Coverage (COC) and Summary of Benefits and Coverage (SBC’s) are available online as well.

If you need any assistance please feel free to contact us.

Sincerely,

Ohio Insurance Services Agency, Inc.

Medical Mutual of Ohio

Register for On-Line Access to your Account

Website: www.medmutual.com

Click on: “Member Log In” (right side of page)

Click on: “Register for an Account” (right side of page)

Enter: Member Information

You can view your **Certificate of Coverage**

Print a Copy of your **Identification Card**

View Benefit Information such as:

Prescription Drug List

Health and Wellness Benefits

Explanation of Benefits

Find a Provider

Click on: For Individuals & Families (top of page)

Click on: Find a Doctor (right side of page)

Choose: PPO Network under Individual and Family Plan Networks

Enter: Required / Requested information

Click on: Search for Provider

A List of Providers meeting your search criteria should appear.

If you are unable to find the provider you are looking for or have any other questions,
please contact our office at (800) 989-9095.



MEDICAL MUTUAL®

Online Tools from Medical Mutual: Smart, Simple, Safe

Online tools from Medical Mutual make your personal health insurance information accessible to you 24 hours a day, no matter where you are.



My Health Plan

- Access real-time account information and manage your out-of-pocket spending
- Find doctors and hospitals and compare quality and satisfaction ratings
- Estimate costs – know before you go and save money
- Take advantage of discounts
- Personalize your online experience



Go paperless today

Receive your Explanations of Benefits (EOBs), certificate books and other documents electronically. Enjoy the benefits of being paperless:

- Always know where to find your documents
- Get your information faster
- Keep your health information secure – it's safer than mail



Download the Mobile App

- Use our most popular My Health Plan features when you're on the go
- Search MedMutual today to find our free app on iTunes® or Google Play™

Get started now at MedMutual.com/Member



MEDICAL MUTUAL®

Everything You Need, Everywhere You Are

My Health Plan is the quick, easy and secure way to take care of all your health plan needs 24/7. In addition to viewing claims, ordering new ID cards, contacting online customer service and accessing your Medical Plan Description 24/7, My Health Plan offers:

My Care Compare

When you're logged into My Health Plan, you have access to My Care Compare, our cost comparison tool. Look up cost estimates for medical services like lab work, X-rays, MRIs and therapy. Refine your search based on location, quality, alternative treatment options and patient satisfaction.

Paperless Explanation of Benefits (EOB) Statements

After you visit the doctor's office or a hospital, an explanation of your treatment and how much it costs is available online. A digital archive of current and past EOBs keeps these important records organized and easily accessible. Along with the option to receive paperless EOBs, you can choose to opt out of receiving mailed copies. (Note: This feature is only available in select markets at this time.)

Health Assessment

Receive a complimentary personalized report that includes recommendations you can share with your provider and use to improve your health after completing this online questionnaire about your medical history and lifestyle.

Provider Search Tool

Our Find a Provider search tool allows you to search for in-network providers and medical facilities by name, specialty, gender and more.

Health and Wellness Programs

Take action to improve your health with access to programs like Weight Watchers, fitness club discounts and our tobacco-cessation program, QuitLine.

Health Resource Center

Using these healthy tools, you can be on your way to living a healthier life. View virtual health guides, which are mini videos that give you customized advice based on information you provide. Or check out the Resource Center's interactive tools and quizzes, searchable health encyclopedia and symptom checker.

Getting Started—How to Register for an Account on My Health Plan

Option One

If you **have not** received your member identification (ID) card, start here:

1. Visit [MedMutual.com/member](https://www.MedMutual.com/member)
2. Click on Register for an Account
3. Click on Register Using Social Security Number
4. Complete the required fields:
 - Social Security (Last 4 Digits)
 - First Name
 - Last Name
 - Date of Birth
5. Click Continue
6. Create a secure username and password (do not share this with anyone)
7. Check the Go Paperless box to receive health plan communications and important plan documents electronically
8. Check the Terms and Agreement box
9. Click Continue

Option Two

If you **have** received your member identification (ID) card, start here:

1. Visit [MedMutual.com/member](https://www.MedMutual.com/member)
2. Click on Register for an Account
3. Type in your Identification Number from your Medical Mutual ID card
4. Enter the Date of Birth
5. Create a secure username and password (do not share this with anyone)
6. Check the Go Paperless box to receive health plan communications and important plan documents electronically
7. Check the Terms and Agreement box
8. Click Continue

What's next—Once you've signed up for My Health Plan

Download the Mobile App

- Use our most popular My Health Plan features when you're on the go
- Search MedMutual today to find our free app on iTunes® or Google Play™

Go paperless today—It's never too late to choose to go paperless

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- Always know where to find your documents
 - Get your information faster
 - Keep your health information secure—it's safer than mail
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