

Medical Mutual 101 County of Summit

February 2026

Presented by: Christine Cox Account Executive

My Health Plan Member Portal

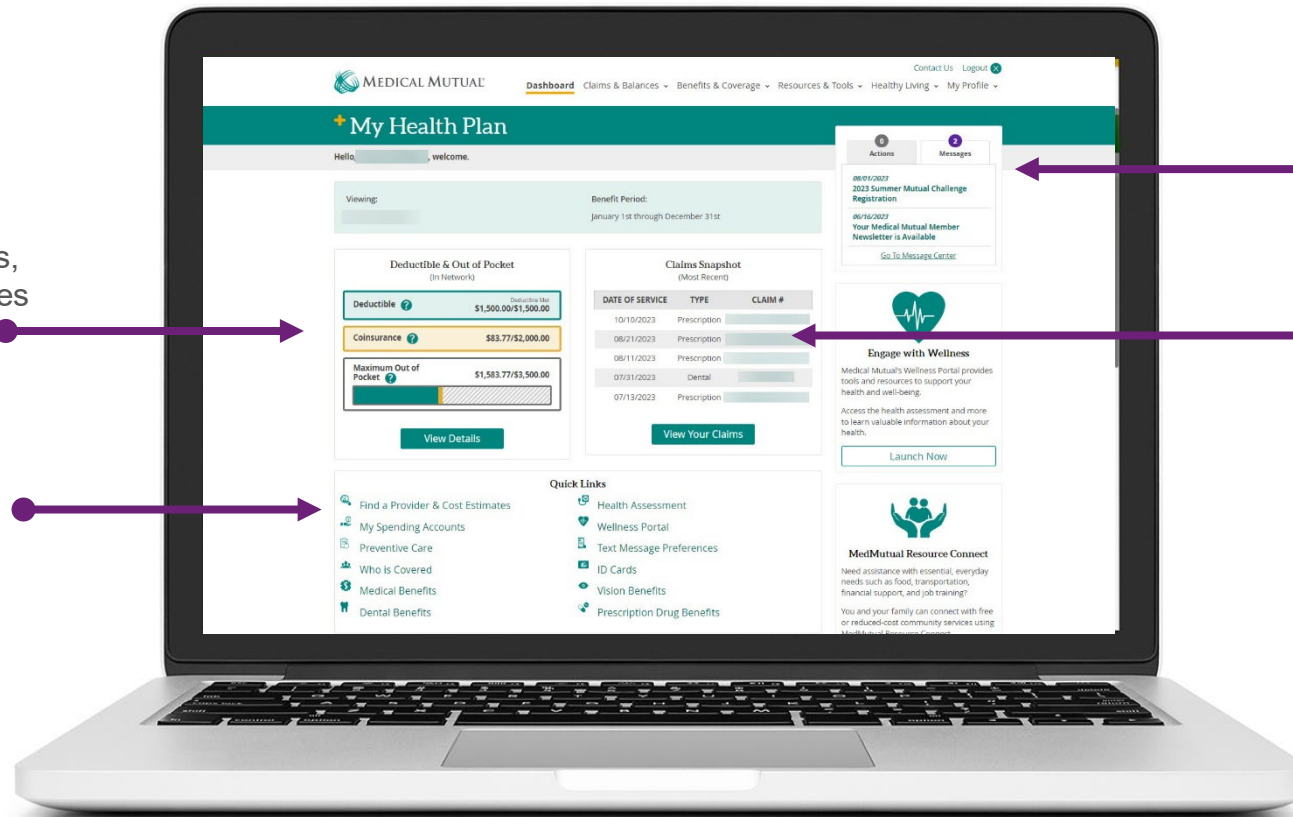
- 24/7 access to your health insurance plan

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

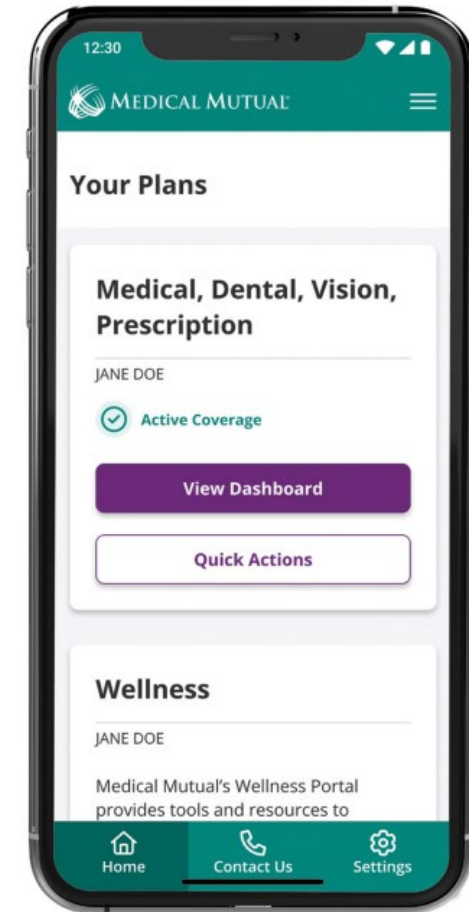
MedMutual Mobile App

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)

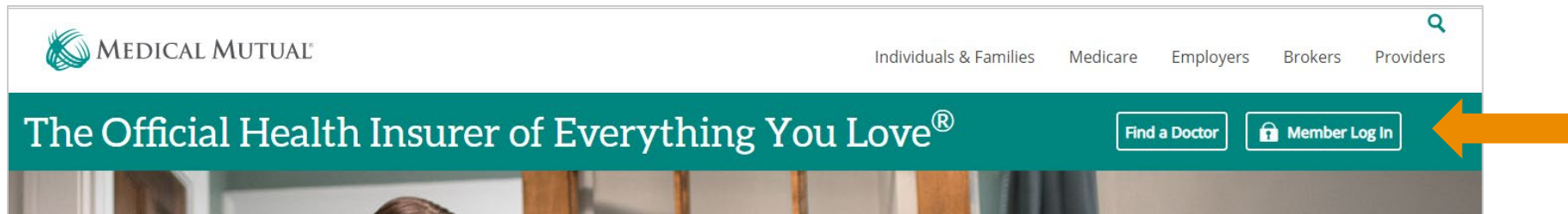
Find a Doctor or Hospital in Your Network

- 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
 - **1-800-315-3137 (County of Summit)**

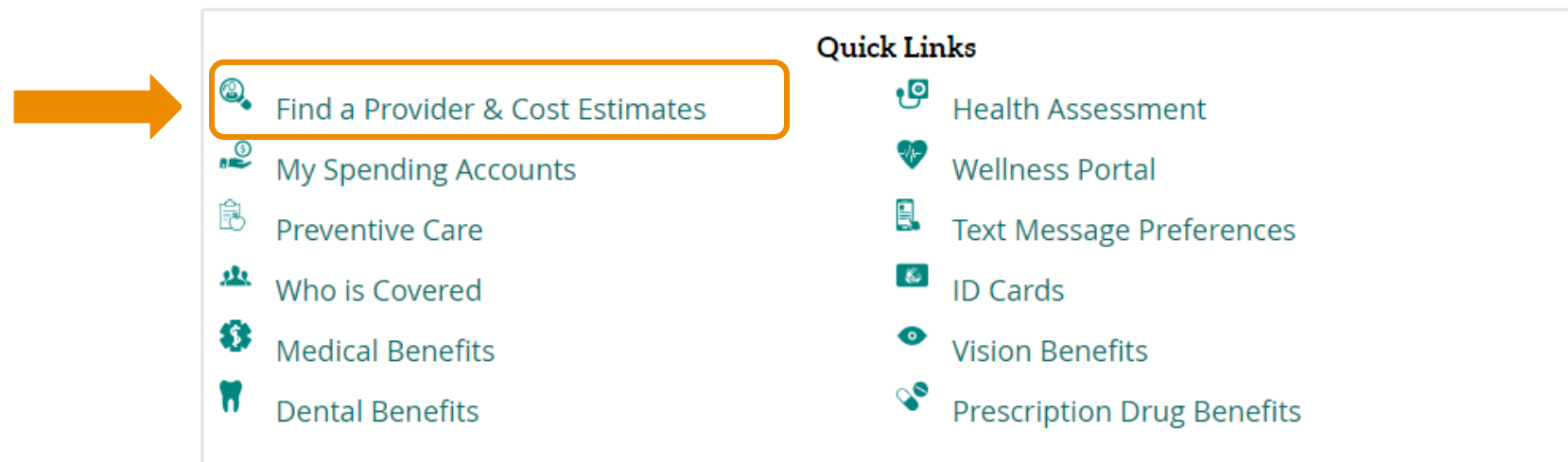


Find a Provider Tool

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



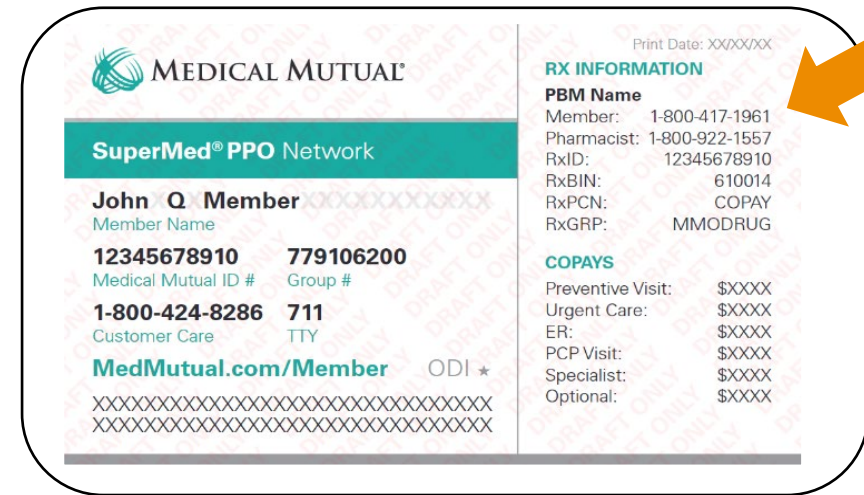
- Scroll to bottom of page to **Find a Provider**.



Pharmacy

Contact Express Scripts for Assistance


- Call the **Rx Information** number on your ID card to speak with a representative from Express Scripts, 24 hours a day, 7 days a week to help with any of your prescription drug concerns, including:
 - Finding an in-network pharmacy
 - Determining the cost of your medication
 - Moving your medication to mail order
 - Checking the status of mail order claims
 - Any other prescription drug questions you may have





Pharmacy Preventive Care Benefits

- The use of prescribed medications can help members to maintain good health. As part of the healthcare reform, the U.S. government identified the following types of medications as important for preventing future illness:
 - Aspirin
 - Colonoscopy preparations
 - Fluoride
 - Folic Acid
 - Medications to prevent HIV
 - Medications to prevent cardiovascular disease
 - Medications to reduce the risk of primary breast cancer in women
 - Smoking cessation aids
- It is best practice to speak with your physician about the medications that are covered at 100% with no member cost sharing if prescribed by your healthcare provider and filled at a network pharmacy.

Price a Medication & Check Formulary Status

- Find out if your medication is covered and how much it will cost by logging in to **My Health Plan**:
 - Click on the **Benefits & Coverage** tab.
 - Select **Prescription Drug Benefits**.
 - Click the **Sign on to Express Scripts** button. 
 - You will be securely re-directed to the Express Scripts website.
 - From there, click on **Prescriptions**, then select **Price a Medication**.
 - You will be asked to enter the name of the drug and the quantity.

| You searched for: | | | | |
|---|------------------|---|-----|--|
| Atorvastatin 80 Mg Tablet 80 Mg Tablet, <u>Generic</u> Apotex Corp View drug information Recalculate View formulary alternatives | | | | |
| Pharmacy / day's supply Select other participating retail pharmacies | When | Is this drug covered? | Qty | You pay |
| Home delivery pharmacy 90-day supply | each fill |  YES View coverage notes | 90 | \$3.43 Plan pays: \$13.71 |
| Participating Retail Pharmacy 30-day supply | for today's fill |  YES View coverage notes | 30 | \$1.58 Plan pays: \$6.34 Explain my costs |

Price a Medication & Check Formulary Status



- If your drug is not covered by the plan, you can use the [Price a Medication](#) tool to identify covered alternatives.

PATIENT
[REDACTED]

IMPORTANT MESSAGE
This medication is no longer covered. [Click here](#) for a list of covered alternatives to discuss with your doctor; ask your doctor to fax your new prescription to Express Scripts Home Delivery pharmacy services. [Click here for more important messages](#)

Recent searches:
Novolog 100/ML | [Humalog 100/ML](#) | [Atorvastatin Calcium 80 MG](#) | [Lisinopril 10 MG](#)

You searched for:
Novolog 100 Unit/ml Vial (10 units)
100/ml Vial, Brand
Novo Nordisk
[View drug information](#) | [Recalculate](#)

| Pharmacy / day's supply Select other participating retail pharmacies | When | Is this drug covered? | Qty | You pay |
|---|------------------|--|-----|--------------------|
| Home delivery pharmacy 90-day supply | each fill |  NO View coverage notes | 3 | Not Covered |
| Participating Retail Pharmacy 30-day supply | for today's fill |  NO View coverage notes | 1 | Not Covered |

Price a Medication & Check Formulary Status

- The **Price a Medication** tool will allow you to find out if your medication requires a coverage review and help you identify preferred formulary alternatives.

Price a medication

⚠ Coverage alert

Coverage Review is required for **Caduet 10 Mg-10 Mg Tablet**.

For Participating Retail Pharmacy: This drug requires Coverage Review before you can receive it.
For Home Delivery Pharmacy: This drug requires Coverage Review before you can receive it.

More about coverage reviews:
To receive coverage for this medication, you must obtain approval through a coverage review. If you do not do this, you may be responsible for the entire cost of the medication.

Step Therapy applies to Caduet 10 Mg-10 Mg Tablet.

For Participating Retail Pharmacy: Step Therapy applies.
For Home Delivery Pharmacy: Step Therapy applies.

[Continue pricing](#)

Caduet 10 Mg-10 Mg Tablet
10 Mg-10mg Tablet, Brand
Pfizer Us Pharm
[View drug information](#) | [Recalculate](#)
[View formulary alternatives](#)

Other formulary alternatives

[What are "formulary alternatives"? | How do I use this information?](#)

Drug information:
Caduet 10 Mg-10 Mg Tablet

Formulary alternatives for Caduet 10 Mg-10 Mg Tablet included by your benefit

| Medication | Type | Price this drug |
|-------------------------------|-------------------------|------------------------|
| Amlodipine-atorvast 2.5-10 Mg | Generic | Select |

Other covered drug options for Caduet 10 Mg-10 Mg Tablet included by your benefit

| Medication | Type | Price this drug |
|--|-------------------------|------------------------|
| Amlodipine Besylate/atorvastatin Calcium Tab 10-10mg | Generic | Select |

Pharmacy / day's supply
[Select other participating retail pharmacies](#)

| | Is this drug covered? |
|-------------------------------|---|
| Home delivery pharmacy | YES View coverage notes |
| Participating Retail Pharmacy | YES View coverage notes |

Prior Authorization Tracker

Members can track the status of their **prior authorization requests**.

Your Prior Authorizations

Track progress, see decisions and review explanations.

[View Prior Auths](#)

Icon Key



In-Progress

Authorization review is in progress.



Approved

Authorization has been approved.



Not Approved

Authorization has not been approved which can include cancellation of request.



Denied

Authorization has been denied.



More Information

More information is available. Hover your mouse over the icon to learn more about the status.

Prior Authorization Disclaimer [Need Help or Have Questions?](#)

Tabs **Prior Authorizations** Information

Filter and Sort Tools **Filters** **Sort**

Status **Member Name** **Type**

Reset **Apply**

Medical Service Request

Case ID 2777778888 **Date Submitted** 4/5/2025

Outpatient

Type Medical **In Progress**

Member Information **Member Id** **Group Id** **Physician**

Prescription Drug Request

Case ID 96310155 **Date Submitted** 3/3/2025

PHENTERMINE HCL 37.5 MG TABLET Qty 30.0

Type Prescription **Approved**

Coverage Start 2/1/2025 **Coverage End** 3/3/2026

Member Information **Member Id** **Group Id**

Case ID 2777778890 **Date Submitted** 2/10/2025

Amb Surg

Type Medical **Not Approved**

Details Please contact your provider for more details.

Member Information **Member Id** **Group Id** **Physician**

Case ID 30415510 **Date Submitted** 2/4/2025

PHENTERMINE HCL 37.5 MG TABLET Qty 30.0

Type Prescription **Denied**

Denial Code... 630550 not taking the requested medication concomitantly with other weight loss medications. Examples of medications FDA approved for weight

Member Information **Member Id** **Group Id**

Approved Status

Not Approved Status

Denied Status

Previously, members were instructed to contact customer care with questions regarding their prior authorization requests. In 2024, **more than 9,500 members** called the Customer Care Center to check on the status of a prior authorization.

Mail Order Program

- If you take long-term medications, save time and money by having them delivered conveniently to your home through mail order with Express Scripts
- **Easy to start:**
 - Your doctor can e-prescribe or fax your prescription directly to Express Scripts.
 - You can mail your prescription with a completed mail-order form and payment to Express Scripts.
- **Easy to refill:**
 - **Online:** Visit the Express Scripts website through My Heath Plan.
 - **By Phone:** Call the Rx Information number on your Medical Mutual ID card.
 - **By Mail:** Complete the refill slip that came with your original prescription.
 - **By Smartphone:** Place refill orders via the free Express Scripts app available in your app store.



Extended Payment Program

- The Extended Payment Program through Express Scripts can make it easier to pay for 90-day supplies of long-term prescription drugs through mail order.
- The program includes the following:
 - A payment schedule provided with your first prescription order.
 - Shipment of your full 90-day supply after the first payment.
 - The option of paying your cost share in three equal monthly installments.
 - Automatic charges to the credit or debit card of your choice.
 - No additional “convenience” fee.
- To learn more about the Extended Payment Program, call the Rx Information number on your ID card.

Note: Once selected, Express Scripts will apply the Extended Payment Program to all mail order prescriptions for all covered members in your household.

SaveOnSP

- The SaveOnSP program saves you money by maximizing prescription drug copay assistance from pharmaceutical manufacturers for specialty drugs.
 - Through this program, you will pay \$0 instead of your plan's specialty drug cost share.
 - Your prescription will be filled through one of our specialty pharmacies and you will still receive the same 30-day supply per fill.
- For more information or to enroll, call SaveOnSP at 1-800-683-1074 or call the Rx Information number listed on your ID card.
- To view a list of medications covered under this program, go to:

MMO NPF Public: [MedMutual.com/SaveOnSPNPPublic](https://www.MedMutual.com/SaveOnSPNPPublic)

Note: Enrollment in the program is voluntary. If you choose not to enroll in SaveOnSP, you will be responsible for paying the full member cost-share of your medication. The amount that you pay will not accumulate toward your annual deductible or out of pocket maximum.

Coverage Management Programs

- Medical Mutual uses coverage management programs to make sure you get the right medication for your condition at the best value. This means that certain medications may not be covered until they have been approved.
- There are three types of coverage management:
 - **Prior authorization (PA)** is a check to make sure your drug is prescribed appropriately and is proven effective and safe for your condition.
 - **Step therapy (ST)** rules promote the use of lower-cost drugs in place of more costly medications.
 - **Quantity limit (QL)** rules define the amount of the medication your plan will cover at one time (for example, 30 tablets within a 90 day period).
- **If you are taking a medication that requires a coverage review**, ask your prescriber to visit the Express Scripts online portal at esrx.com/PA to arrange a review before your next refill.
- Once a decision has been made, usually within 5 business days, a letter will be sent to you and your provider to let you know if the request has been approved or denied.

Health & Wellness Programs

Telehealth – Mental Healthcare Visits

SonderMind offers fast and convenient access to high-quality mental healthcare. Members can schedule virtual and in-person sessions, message their therapist, submit payments and view their progress over time.

Therapy is available for individuals, couples and families of all ages, with more than 40 specialties and 6-treatment approaches to meet a variety of needs.

- Web: [SonderMind.com](https://sondermind.com)



Total Health™

- 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)



Total Health™

- 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.

Digital Health Coaching

- The Lark A.I. Platform
 - Compassionate care on an award-winning chronic condition management and prevention platform.
- Here's how to start:



Texting

Text LARKMM to 484848 to enroll in your Lark program.



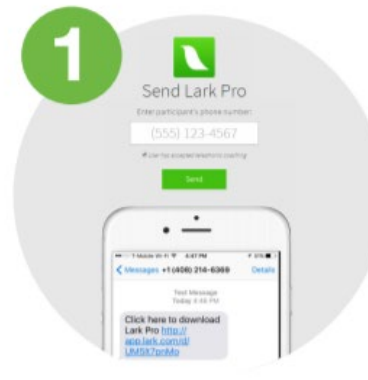
Visiting the website

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



Scanning the QR code

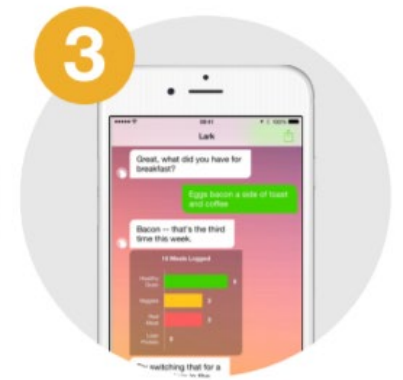
Open your phone's camera over the code to enroll in your Lark program.



Text link to download Lark



Lark sends devices



24/7 coaching with evidence-based care plans

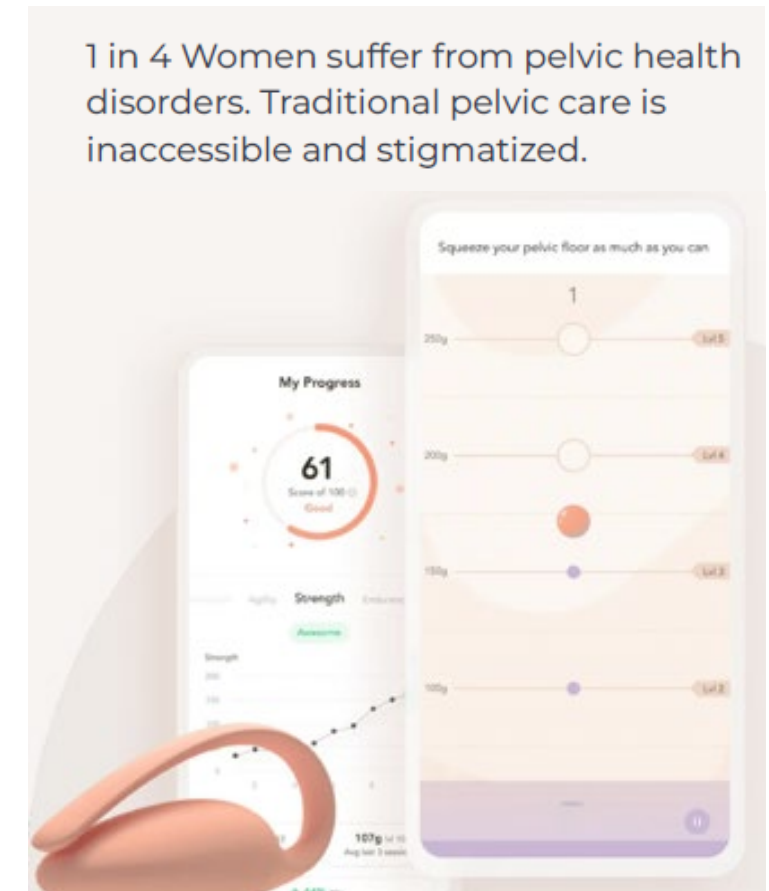


THRIVE Musculoskeletal Digital Therapy & Virtual Physical Therapy

- Designed to help members with musculoskeletal conditions (back pain, neck & shoulder pain, pain from arthritis, etc.).
- Equipment is provided at no additional charge.
- Offers 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)

Pelvic Health Therapy: Bloom

- Bloom addresses women's pelvic health issues through physical therapy.
- Equipment is provided at no additional charge.
- The program treats:
 - Pelvic pain
 - Urinary incontinence
 - Post-partum
 - Menopause
 - Other pelvic floor issues



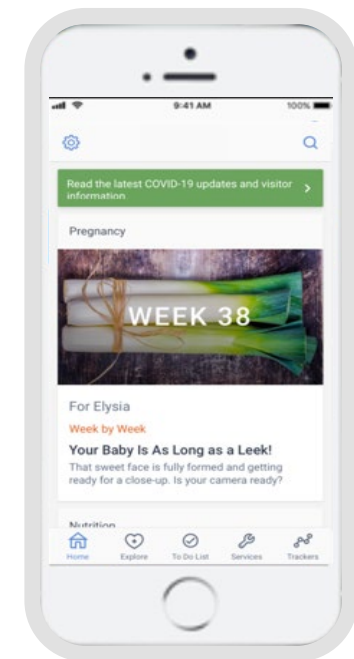
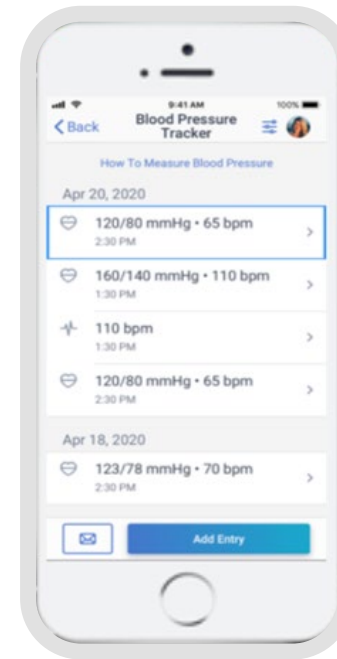
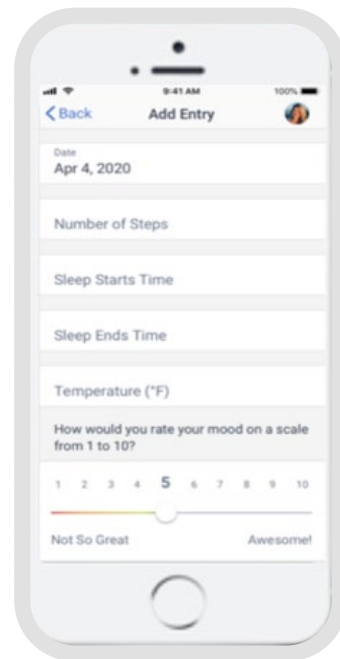
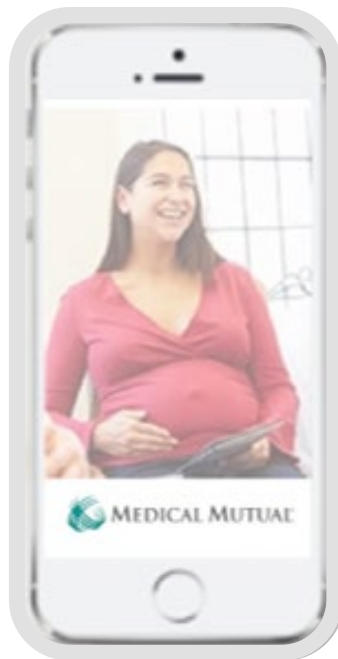
Maternity Management

- Maternity support and digital coaching.
 - Customized content & education based on your preference
 - Digital trackers (e.g., mood, blood pressure, pain)
 - App prompts & reminders like weekly pregnancy to-do list
 - Post-delivery support like 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.



NICU Management

- Our program provides comprehensive, telephonic neonatal care management services focused on newborns admitted to the NICU.
- It promotes evidence-based best practices and is customized to meet the individual healthcare needs of each infant.
- We support families from an infant's NICU admission and throughout the first year of life.



Introducing Strive Health

- Medical Mutual is partnering with Strive, a leading clinical organization dedicated to improving the lives of those struggling with **Chronic Kidney Disease Stages 3, 4, 5, and End Stage Renal Disease (ESRD)**
- Strive works closely with providers as an extension of the care team to offer additional support and resources and ensure the member's nephrologist (kidney doctor) and specialists understand and comply with the member's care plan.
- This leads to:

Improved patient outcomes



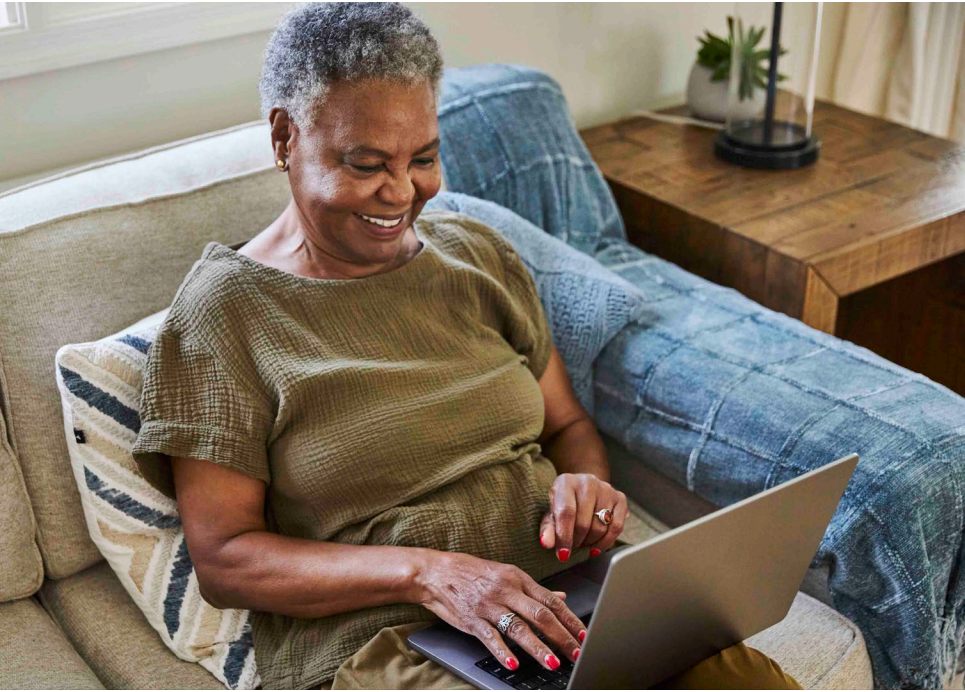
Fewer hospital admissions



Reduced emergency department visits



Chronic Kidney Disease Management



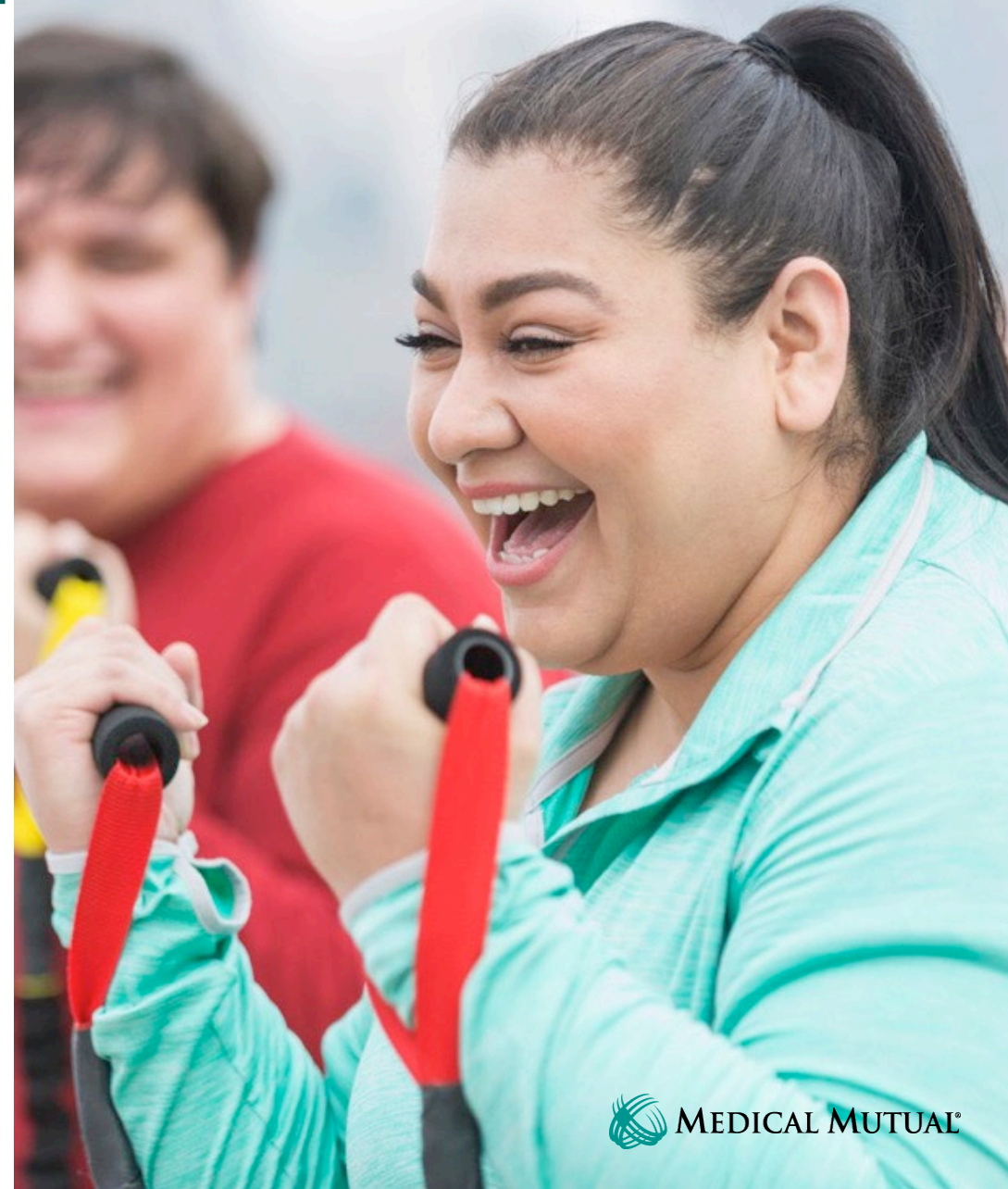
- 24/7 access to a highly specialized and comprehensive **KidneyHero™** care team, offering –
 - Disease management
 - Care coordination
 - Education
 - Nutritional coaching
 - And more!

Enhanced care for members with chronic kidney and end-stage renal disease

Wellness Resources

WeightWatchers® Discount Program

- Members receive an upfront discount on monthly memberships.
- Discount is nearly 50% savings on the cost of a standard WeightWatchers® program.
 - Discounts available for Digital, Digital + Studio and WeightWatchers® 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.
 - We respond within 3 business days to complete your enrollment.



Pivot Tobacco Cessation Program

- You have access to:
 - Behavioral change Pivot app
 - Dedicated health coach
 - 24/7 supportive community
 - Tools and challenges to curb cravings
 - FDA-cleared SmartSensor
 - Free Nicotine Replacement Therapy (gum, patches, lozenges)
- Start living tobacco-free. Enroll 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.



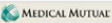
MedMutual Resource Connect

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














 [Support](#) [Sign Up](#) [Log In](#)

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

Thank you for choosing Medical Mutual!
