

# MedMutual SeniorAssist™

Assistance with managing healthcare and lifestyle needs of your senior loved ones

**MedMutual SeniorAssist is a FREE concierge service designed to save you time, stress and money when helping your senior loved ones with healthcare and lifestyle decisions. This service offers a dedicated phone line with professional care advocates who assist with finding answers and resources for your loved one's unique situation.**



## Understanding Healthcare and Medicare Basics

Our advocates can help navigate several healthcare topics like understanding claims and health plan communications, finding network providers, scheduling appointments, coordinating with third parties to resolve issues and much more. We can also help you understand the basics of Medicare, including how the program works, differences between available options and how to enroll.

## Financial Assistance Resources

We can help you navigate federal, state and community resources to identify which options you and your loved ones may qualify for and guide you through signing up.

## Advocacy for Complex Health and Life Situations

Whether you're a primary caregiver or just looking for guidance on available options, we can help connect you with helpful resources to inform you when making difficult decisions.

## Social Services Resources

We can research available options and connect you with our trusted state and local resources to help provide your loved one with assistance for food, housing, transportation and many other services.

## 24-Hour Nurse Line

SeniorAssist provides you with access to Medical Mutual's 24-hour Nurse Line, where you can get answers to basic health questions from nurses.

**Speak with a MedMutual SeniorAssist healthcare advocate today. Call 1-800-877-6003 (TTY: 711). Advocates are available Monday through Friday from 8 a.m. to 8 p.m. ET.**