



12/29/2021

Dear Member,

Thank you for being a Mutual Health Services member. Effective 1/1/2022, Mutual Health Services will be your new claims administrator. Your medical network in Ohio is MMO SuperMed and outside of Ohio is Aetna Open Choice PPO/NAP network. You may check for participating providers at [www.mutualhealthservices.com](http://www.mutualhealthservices.com) website, or phone 1-800-367-3762.

Your new id cards have been mailed to your home address; however, should you need medical services before receiving your identification card, please contact your physician's office and provide them the following information:

<b>Subscriber number:</b>	<b>Associate Social Security number</b> (your card will have a 12-digit identification number, which is interchangeable with your social security number).
<b>Group number:</b>	<b>917367825</b>
<b>Effective date of plan:</b>	<b>01/01/2022</b>
<b>Pre-Certification Phone Numbers</b>	<b>Medical/Surgical 800-362-1279</b>
<b>Billing Address:</b>	Medical Mutual (ID: 29076) P.O. Box 94648 Cleveland, Ohio 44101-4648
<b>Drug Group:</b>	<b>MMODRUG</b>
<b>Drug BIN Number:</b>	<b>610014</b>
<b>Express Scripts:</b>	<b>1-800-417-1961</b>

If you have questions about your benefits, please call Customer Care at 1-800-367-3762 between the hours of 8:00AM – 5:00PM, Monday through Friday.

We look forward to meeting all your healthcare needs.

Sincerely,

Adam Zeleznik  
Account Executive