



1/16/2023

Dear Member,

Thank you for being a Mutual Health Services member. Effective 1/1/2023, Mutual Health Services will be your new claims administrator. Your medical network in Ohio is MMO SuperMed and outside of Ohio is Cigna PPO network. You may check for participating providers at 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:

Subscriber number:	Associate Social Security number (your card will have a 12-digit identification number, which is interchangeable with your social security number).
Group number:	ID: 62308/Group: 0237961
Effective date of plan:	01/01/2023
Pre-Certification Phone Numbers	Medical/Surgical 800-362-1279
Billing Address:	Cigna P.O. Box 188061 Chattanooga, TN 37422-8061
Drug Group:	NSSCRIPT
Drug BIN Number:	017639
National Scripts:	1-855-628-2100

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