



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](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>01/01/2023</b>
<b>Pre-Certification Phone Numbers</b>	<b>Medical/Surgical 800-362-1279</b>
<b>Billing Address:</b>	Medical Mutual P.O. Box 6018 Cleveland, OH 44101-1018
<b>Drug Group:</b>	<b>NSSCRIPT</b>
<b>Drug BIN Number:</b>	<b>017639</b>
<b>National Scripts:</b>	<b>1-855-628-2100</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