

# Putting Priority on Mental Health

Addressing mental health issues  
and substance abuse



MEDICAL MUTUAL®

# Find the Help You Need

**At Medical Mutual, our goal is to help our members make the best health choices possible while minimizing healthcare costs. We offer a variety of programs, discounts, tools and resources designed with our members' needs in mind. Take a closer look at what's available beyond our comprehensive benefits.**

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## Mental Health and Substance Abuse Treatment

Mental health is an important part of your wellbeing. Finding a mental health provider that meets your needs is key to ensuring good mental health. On our provider directory, you can search on several mental health specialties from psychiatrists to psychologists to addiction specialists. With our extensive network of mental health specialists, you will be sure to find the resources you need.

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Call **1-800-362-7100** to speak to our Customer Care Team.

Monday—Thursday 7:30 a.m.–7:30 p.m. ET

Friday 7:30 a.m.–6 p.m. ET

Saturday 9 a.m.–1 p.m. ET

## Getting Help

Our Customer Care team is here to help. Whether it is discussing your options for care, helping you find a provider, making an appointment or submitting a claim, you can always find the help you need. Call 1-800-362-7100 to speak to one of our representatives.

## Know What's Covered

Before you have a service or procedure, be sure to review the benefits covered in your plan, which can be found in your Summary of Benefits and Coverage (SBC). This document summarizes important information about your coverage. You can also speak to one of our Customer Care Specialists to make sure a treatment is covered under your plan.

## Stay in Network

You can save money by using doctors, hospitals and other healthcare providers and facilities covered under your Medical Mutual plan. Going outside your network may cost you more out of pocket and some services may not be covered. Find providers in your network before undergoing any treatment or procedures.

## Find a Provider In Your Network

To find an in-network provider, visit [ProviderSearch.MedMutual.com](https://ProviderSearch.MedMutual.com). Once there, you can log in to My Health Plan to find a list of providers that are in network based on the specialty you choose. If you don't have a login for My Health Plan, you can choose the option of Just Looking Around. Choose 2020 Plans, then Group Plans, then the SuperMed® network. From there, you can search for providers near you by name, specialty, gender, language spoken, hospital affiliation or specific practice.





## Case Management

Our case managers are registered nurses with a broad range of clinical experience. Many have achieved Certified Case Management (CCM) status. Members with questions about Case Management can speak to a case manager by calling 1-800-258-3175 Monday through Friday 8am to 4pm ET.

- Case Management is a voluntary program that assists members who experience either an acute event, such as an accident or a stroke, or have treatable chronic conditions, such as multiple sclerosis, kidney disease or mental health conditions.
- Case Management is a holistic, integrated approach that recognizes that social, psychological and spiritual factors that impact physical health. Through collaboration with the member and their healthcare team, the case manager help the member take ownership of their treatment. Taking ownership increases compliance with treatment plans and helps the member gain independence. In addition, the case manager investigates all care options, which may include appropriate community resources to supplement healthcare benefits.

## My Health Plan

My Health Plan is our secure website specifically for Medical Mutual members. It makes it easy and convenient to manage your plan and your health online. It allows you to compare your healthcare options so you can make better decisions and minimize costs. You can do things like check your deductible, review your Explanation of Benefits (EOB) statements, find a doctor in your network and access a wealth of valuable information to help keep you healthy. Plus, you will find information on a variety of programs, discounts, money-saving tools and educational resources. Creating your account by visiting [MedMutual.com/Member](https://www.MedMutual.com/Member). Click on the Register for an Account button. Then follow the instructions and you'll be ready to go!

There's an easy way to take My Health Plan with you when you're on the go. Download the MedMutual app from the App Store® or Google Play™ so you can access My Health Plan on your smartphone or tablet



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