

Medical Mutual

Advocacy Solutions Program





Personalized Assistance for Your Employees

We know the people who work for you are your greatest assets. At Medical Mutual, our goal is to help your employees make the best health choices possible while minimizing healthcare costs. Through our Advocacy Solutions program, we provide a personalized, proactive customer experience to coordinate healthcare in the most efficient way possible—all at no additional cost.

A One-Stop Service Approach

Our Advocacy Solutions program gives your employees access to a designated team of advocates through your personal toll-free number as well as our various clinical programs. Whether they're a member of our Customer Care team who is familiar with your company's plan offerings or a resource within our clinical functions who has identified your employee as needing support, our advocates serve as a single point of contact for all care needs and questions. Our advocates can partner with your employees on the following:



Introducing your employees to a personal care team

Our advocates can coordinate your employees with a nurse case manager, pharmacist or social worker to help manage their personalized healthcare needs.



Coordinating your employees with the right care providers

Our advocates can easily access an employee's provider network to help identify, coordinate and schedule appointments.



Helping your employees manage their medications

Depending on their needs, our advocates can connect your employees with a Medical Mutual pharmacist who can work with their provider to update their medication plan.



Familiarizing your employees with community resources

Our advocates can familiarize your employees with community resources available in their area, such as transportation to and from medical appointments.



Finding ways to make prescriptions affordable

Our advocates can use his/her detailed understanding of your benefit plan to help calculate estimated medication expenses, identify lower-cost alternatives and obtain discounts.



Assisting with administrative requests and paperwork

Our advocates can help your employees obtain pre-authorizations for medical services and equipment, resolve billing questions and address other administrative items specific to their health benefits.

Advocating for Your Employees' Best Health

Being an advocate for your employees also means using our expertise and resources to act on your employee's behalf when it comes to healthcare. Using member data, we regularly identify members in need of healthcare support services proactively, addressing care needs at a rate that is comfortable and convenient for them.

An employee calls with a question about their EOB.

Medical Mutual Approach



- The advocate answers the employee's question.
- The system scans diagnosis and claims history and finds recent prescription fills for Lisinopril, a common high blood pressure medicine.
- Enrollment data shows that the employee is eligible for the hypertension management program but has not yet enrolled.
- The Advocate is triggered to talk about our hypertension program with the employee and helps them enroll.
- After enrolling in the program, the employee receives a blood pressure cuff to manage their condition.
- The employee's blood pressure data is monitored, and an advocate reaches out if anything looks amiss.

Typical Service Approach: The representative answers the employee's question.

An employee calls asking how she can obtain a breast pump.

Medical Mutual Approach



- The advocate acknowledges the employee's pregnancy. "Congratulations! When are you due?"
- The advocate explains the employee's durable medical equipment benefit and how to obtain a breast pump.
- The advocate reminds the employee that in-network preventive maternity visits are covered at 100%.
- Enrollment data shows that the employee hasn't yet joined the Maternity Management program. The advocate explains the maternity management program and its benefits, then helps get the employee enrolled.
- After enrolling, the employee receives an introductory call from a nurse in the Maternity Management program. Based on their conversation and claims data, the nurse notes that this is a high-risk pregnancy and checks in frequently to make sure the employee has the help she needs.

Typical Service Approach: The representative explains the employee's durable medical equipment benefit and how to obtain a breast pump.

Comprehensive Support

Sometimes, meeting your employees' healthcare needs isn't always done through a phone call with one of our advocates. That's why we work with advocates across our organization to ensure we are thoroughly supporting our members.

Helping a Member Manage Prescriptions

Our clinical intervention pharmacists identified a member using several high-cost medications. We reached out to the member to see if there were any changes we could make or costs we could help with. During the call, the member expressed concerns with the cost of her drugs, and our pharmacist noticed she was paying \$70 for one of her medications. It was a medication she had been on for six months for major depressive disorder, and she hadn't noticed any improvement with her symptoms. She was frustrated with paying \$70 each month without noticeable benefits. We also found that she wasn't taking an additional medication that was necessary for her treatment. We worked with the member's physician to recommend a change in therapy, then coordinated the change with the member's preferred pharmacy. As a result, the member switched to a generic version that saved her \$64 per month and saved the group more than \$12,000 per year.

Making a Member's Post-Hospital Transition a Little Easier

A member was admitted to the hospital with a heart condition. Once discharged, we reached out to check on how he was doing and discovered that he hadn't scheduled a follow-up appointment and was having trouble accessing his medication. We contacted his provider to schedule a follow-up appointment and see how he could access his medication more easily. As a result, the member attended his follow up appointment, received his medication and successfully completed his post-discharge plan.

Learn More

Thank you for trusting Medical Mutual to be your partner in healthcare. For more information about our Advocacy Solutions program, please contact your Medical Mutual sales representative.



MEDICAL MUTUAL®

2060 East Ninth Street
Cleveland, OH 44115-1355

MedMutual.com