

Welcome to Medical Mutual

Important Information to Get You Started

Welcome to Medical Mutual! We are excited to be part of your healthcare. As you make your health plan elections, we want to share two resources that explain programs and services available to you through Medical Mutual and help answer questions you may have.

Online Resource for NRP Employees

Visit medmutual.com/campaign-pages/nrp for valuable information to help you choose the right plan and get the most from your benefits. The site, just for NRP employees, includes:

- Your NRP Enrollment Guide
- Prescription Drug Formulary
- Member FAQs
- NRP Transition of Care FAQs
- Where to Find Care
- Member Discounts

Health Advocacy Program

Our Health Advocacy program gives you access to a designated team of experts to guide you through your healthcare journey. This team is familiar with your health plan and can connect you with vital resources when you need extra support. They'll serve as a single point of contact for all care needs and questions. Our advocates can:



- Review your plan options and help you select the best fit.
- Connect you with a Medical Mutual nurse case manager or social worker to help manage your healthcare needs.
- Help identify in-network providers, as well as coordinate and schedule appointments.
- Connect you with a Medical Mutual pharmacist to work with your doctor to review and update your medication plan.
- Familiarize you with community resources in your area, such as transportation to and from medical appointments.
- Help you obtain pre-authorizations for medical services and equipment, resolve billing questions, and address other administrative items specific to your health benefits.

Get Started Today!

Medical Mutual Health Advocates are available Monday through Thursday from 7:30 a.m. to 7:30 p.m. (ET), Friday from 7:30 a.m. to 6 p.m. (ET), and Saturday from 9 a.m. to 1 p.m. (ET).

1-800-233-2058