

Your Plan and the Cigna PPO® Network

For members living outside the Medical Mutual SuperMed PPO® service area

What is the relationship between Medical Mutual and Cigna?

Medical Mutual administers your health plan benefits, works with your healthcare providers to review and approve certain healthcare services, processes your claims and is the voice on the phone when you call Customer Care. You and your covered dependents have access to a network of doctors and hospitals through the Cigna PPO network if you live outside the Medical Mutual SuperMed PPO service area—all 88 counties in Ohio as well as Boone, Campbell and Kenton counties in Kentucky.

How to access care through the Cigna PPO network

Review the sample member ID card below and the frequently asked questions on the back of this flyer for valuable information that will help you access care when you need it.

The image shows the front of a member ID card. It features the Medical Mutual and Cigna logos at the top. The card is divided into several sections: a teal header for 'Cigna PPO Network', a member name section, a section for Medical Mutual ID and Group numbers, a section for Customer Care phone numbers, and two sections for 'RX INFORMATION' and 'COPAYS'. Numbered callouts 1 through 5 point to these specific sections.

Card Front

- 1 Your Primary Network and Product
- 2 Your Medical Mutual ID Number
- 3 Your Customer Care Phone Number
- 4 Your Prescription Drug Benefit Information, if applicable
- 5 Medical Copays, if applicable

The image shows the back of the member ID card. It is divided into two main columns: 'FOR MEMBER' and 'FOR PROVIDER'. The 'FOR MEMBER' column includes contact information for a 24/7 Nurse Line, EyeMed, and Superior Dental Care, as well as deductible and out-of-pocket information. The 'FOR PROVIDER' column includes instructions on how to verify eligibility, submit claims, and find providers in the SuperMed PPO Network. Numbered callouts 6 through 10 point to these various sections.

Card Back

- 6 Your 24/7 Nurse Line Phone Number
- 7 Your Vision and Dental Networks Phone Numbers
- 8 Medical Deductible and Out-of-pocket amounts
- 9 Information for Providers, including Prior Authorization
- 10 Provider Claims Submission Information

*This ID card is provided as an example. Actual network, benefit details and contact information may vary based on your plan.

Frequently Asked Questions

How can I find an in-network provider?

You can search for in-network providers by logging in to My Health Plan, Medical Mutual's secure member website, and clicking on Find a Provider. Choose the network you would like to search—Medical Mutual SuperMed PPO or Cigna PPO.

How can my provider verify what benefits I am eligible to receive under my health plan?

Providers can use an online system called Availity to verify what services you are eligible to receive under your health plan benefits. Or, they can call the Medical Mutual phone number on the back of your ID card.

Where should my provider submit claims for payment?

Cigna PPO providers should submit claims to the Cigna address on your ID card.

What number should my provider call to obtain prior authorization?

Providers should contact Medical Mutual at the number on your ID card for prior authorization.

Who should I call if I have questions?

Call Medical Mutual Customer Care at the number on your ID card.

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*The Cigna PPO network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

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