Youngstown State University October HCAC Meeting

October 20, 2022

Presented by: Stephanie Mueller – Account Executive

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Agenda

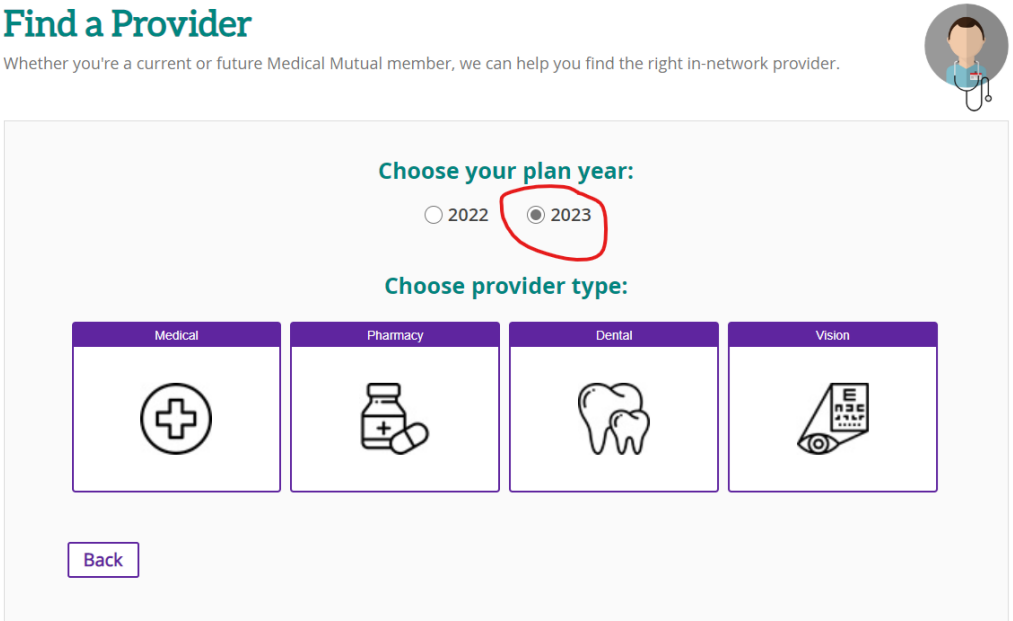
- Medical Mutual National Network Change – ID Cards
- Network Partners Co-branding Mailings
- Lark Heart Health Early Adopter Program
- Lark Healthy for the Holidays Campaign
- MedMutual Senior Assist

Medical Mutual's National Network is Changing

- Effective Jan. 1, 2023
  - Members seeking healthcare services outside Medical Mutual's proprietary SuperMed® PPO network will have access to the Cigna PPO® network
  - The SuperMed PPO network includes:
    - All 88 Ohio counties
    - 3 Kentucky counties (Boone, Campbell, Kenton)
  - Medical Mutual will continue to provide the following services whether the member uses a SuperMed PPO or Cigna PPO provider:
    - Verify coverage
    - Work with healthcare providers
    - Process claims
    - Provide Customer Care support

MedMutual Find a Provider

- Cigna has been added to the Find a Provider Tool on MedMutual.com for 2023 on MedMutual.com
- Ways to access our Find a Provider tool after 1/1/2023
  - MedMutual mobile app
  - MedMutual.com/Member – My Health Plan Portal



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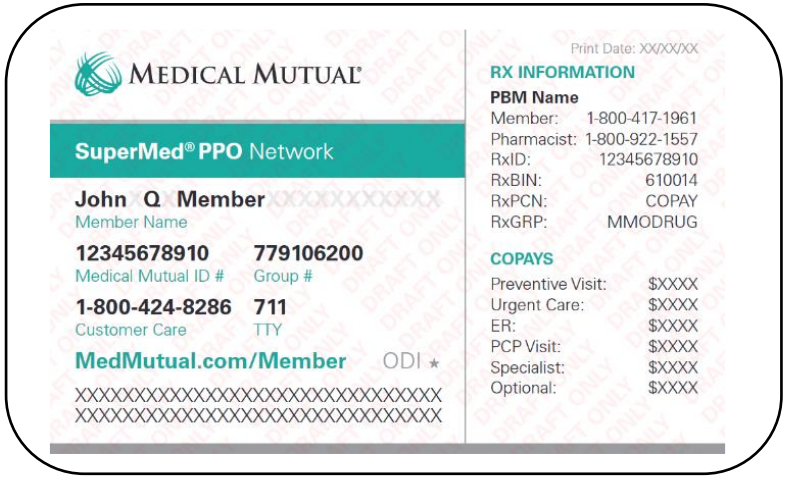
Member ID Cards

- Cigna name and logo will be included
- Members should share member ID card with providers at every visit
  - Benefits and eligibility
  - Prior authorization requests
  - Claims submission
- MedMutual mobile app
  - Digital copy can be faxed or emailed to provider
  - Available in App Store® or Google Play™ – search “MedMutual”

Member ID Card Sample

For Members Living IN the SuperMed PPO Service Area

Front



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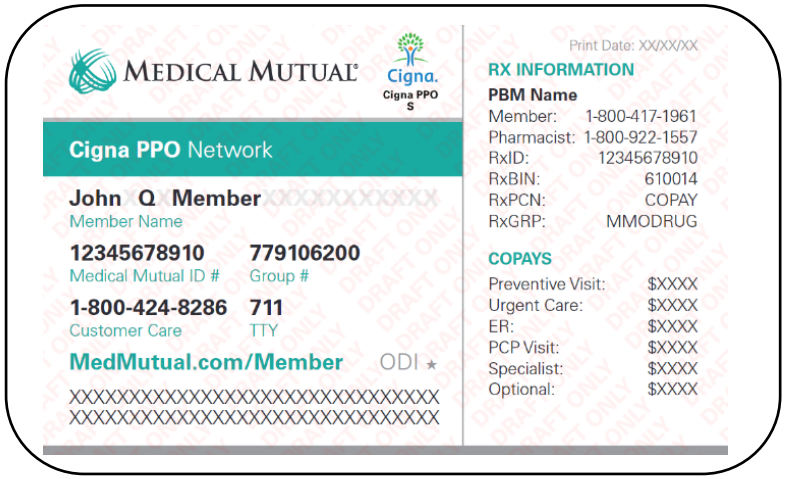
Member ID Card Sample

For Members Living OUT of SuperMed PPO Service Area

Front



Back

- Members will have only one ID number
- Providers directed to call MMO for benefit, eligibility, and prior auth questions

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Network Partners Co-branding Mailings

- MMO is partnering with several network provider partners, University Hospitals, NOMS Healthcare, NHC and the Cleveland Clinic to encourage members to complete recommended preventive visits.
- Co-branded letters started in July and will continue into October
- The letter reminds members they may be overdue for one or more of the following screenings and encourages them to make an appointment with their PCP:
  - Breast Cancer Screening
  - Cervical cancer screening
  - Colorectal cancer screening
  - Diabetes screening
  - Annual preventive wellness visit

Lark Heart Health Early Adopter Program

- Lark providing outreach to Medical Mutual Members
  - Share information about the program and assist with enrollment
  - Invitation to participate using the American College of Cardiology ASCVC Risk Estimator
    - Key indicators include; sleep, activity and diet changes
- Program participants will be eligible to receive:
  - 12 months of digital coaching at no cost to member or group
  - Digital body weight scale
  - Telephonic coaching
    - $25 gift card after completing Month 1 telephone interview
    - $25 gift card after completing Month 2 telephone interview
  - Wearable fitness device (FitBit Inspire 2) after completing Month 3 telephone interview

- YSU has 51 members targeted for outreach
  - Contact will be made via email or direct mail

At the completion of the 12-month program, members may choose to continue in Lark's Heart Health program or another applicable Chronic Condition Management program at no cost.

Lark – Healthy for the Holidays Campaign

- Campaign available to groups with Medical Mutual's Chronic Condition Management program
  - Available for members 18+ not currently participating in any other Lark program
- Select Areas of Focus
  - Weight Management – avoid overindulging
  - Stress Management - reduce stress
- YSU has 1283 members targeted for outreach
  - Contact will be made via email or direct mail end of October 2022

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MedMutual SeniorAssist

- Previously Caregiver Support pilot program
- Rebranding program now called MedMutual SeniorAssist
  - New program will provide enhanced marketing pieces, community partnerships & exciting elements
- New Program offers
  - Understanding Healthcare and Medicare Basics
  - Financial Assistance Resources
  - Advocacy for Complex Health and Life Situations
  - Social Services Resources
  - 24-Hour Nurse LIne
- No Cost to groups or members
  - Members can use this service even if their senior loved ones are not MMO members.

MedMutual SeniorAssist™

Assistance with managing healthcare and lifestyle needs of your senior loved ones

MedMutual SeniorAssist is a FREE concierge service designed to save you time, stress and money when helping your senior loved ones with healthcare and lifestyle decisions. This service offers a dedicated phone line with professional care advocates who assist with finding answers and resources for your loved one's unique situation.

Understanding Healthcare and Medicare Basics

Our advocates can help navigate several healthcare topics like understanding claims, and health plan communications, finding network providers, scheduling appointments, coordinating with third parties to resolve issues and much more. We can also help you understand the basics of Medicare, including how the program works, differences between available options and how to enroll.

Financial Assistance Resources

We can help you navigate federal, state and community resources to identify which options you and your loved ones may qualify for and guide you through how to sign up.

Advocacy for Complex Health and Life Situations

Whether you're a primary caregiver or just looking for guidance on available options, we can help connect you with helpful resources to provide relief when making difficult decisions.

Social Services Resources

We can research available options and connect you with our trusted state and local resources to help provide your loved one with assistance for food, housing, transportation and many other services.

24-Hour Nurse Line

SeniorAssist provides you with access to Medical Mutual's 24-hour Nurse Line, where you can get answers to basic health questions from nurses.

Speak with a MedMutual SeniorAssist healthcare advocate today. Call 1-800-877-6003 (TTY: 711). Advocates are available Monday through Friday from 8 a.m. to 8 p.m. ET.

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Thank You

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