Youngstown State University
October HCAC Meeting

October 20, 2022
Presented by: Stephanie Mueller – Account Executive
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
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

Back
Member ID Card Sample

For Members Living OUT of SuperMed PPO Service Area

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

Speak with a MedMutual SeniorAssist Healthcare Advocate today by calling 1-800-877-6003 (Mon-Fri 8am-8pm ET)
Thank You