# How to Access Your National Network

### Get to Know Your Network

Medical Mutual members have access to the Aetna<sup>®</sup> Open Choice<sup>®</sup> PPO network when they live, travel or spend significant time outside of the SuperMed<sup>®</sup> PPO network service area. The SuperMed service area includes the state of Ohio, as well as Boone, Campbell and Kenton counties in Kentucky.

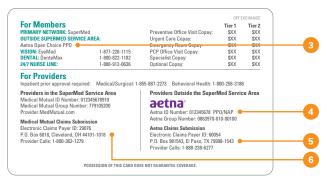
Your member ID card will identify your primary network, which is where you should receive most of your care.

## Inside-the-Service-Area ID Card\*

If you live inside the Medical Mutual SuperMed PPO service area, your ID card will look like this:



- 1. Your primary network
- 2. Your Medical Mutual ID number
- 3. Your national network



- 4. Your Aetna ID number
- 5. Aetna claims submission address
- 6. Medical Mutual claims submission address

## **Outside-the-Service Area ID Card\***

If you live outside the Medical Mutual SuperMed PPO service area, your ID card will look like this:



Tier 2 SXX SXX SXX SXX SXX SXX SXX SXX For Members Tier 1 PRIMARY NETWORK: Aetna Open Choice PPO OHIO NETWORK: SuperMed VISION: EyeMed 1-877-226-1 DENTAL: DenteMax 1-800-822-1 Preventive Office Visit Copay: \$X0 Urgent Care Copay: Emergency Room Copay: PCP Office Visit Copay: Specialist Copay: SXX SXX SXX SXX SXX 1-877-226-1115 24/7 NURSE LINE: 1-800-822-1182 1-888-912-0636 Notional Copay \$XX **For Providers** al required: Medical/Surgical: 1-855 887-2273 Behavioral Health: 1-800-258-318 Providers in the SuperMed Service Area Medical Mutual ID Number: 012345678910 Medical Mutual Group Number: 779105200 Provider.MedMutual.com Providers Outside the SuperMed Service Area aetna Aetna ID Number: 012345678 PPO/NAP Aetna Group Number: 0863970-040-0020 Medical Mutual Claims Submission Electronic Claims Payer ID: 29076 Aetna Claims Submission Electronic Claims Payer ID: 60054 P.O. Box 981543, El Paso, TX 79998-1543 Provider Calls: 1-888-238-6277 P.O. Box 6018, Cleveland, OH 44101-1018 Provider Calls: 1-800-362-1279 Pro IN OF THIS CARD DOES NOT GUARANTEE COVERAG

- 1. Your primary network
- 2. Your Aetna ID number

- 3. Your Medical Mutual ID number
- 4. Aetna claims submission address



## **Frequently Asked Questions**

#### How do I know which network to use?

In most cases, you will use the network that is indicated on the front of your member ID card.

#### How can my provider verify eligibility?

Aetna providers should use the Aetna ID number listed on the card to verify eligibility. Medical Mutual providers should use the Medical Mutual ID number listed on the card to verify eligibility.

#### How will my provider know where to send my claims?

Providers should send claims to the address listed on the back of the ID card. The address will vary based on whether you receive care inside or outside the SuperMed service area.

## What if I live inside the Medical Mutual SuperMed service area, but I need medical care while I am traveling out of state?

If you travel outside the SuperMed service area and you need medical care, you can visit an Aetna Open Choice PPO provider to receive care.

#### Can I use the Aetna Open Choice PPO network if I have a Medical Mutual HMO plan?

Members of HMO plans only have access to emergency medical services when traveling outside of the plan's service area.

SuperMed<sup>®</sup> is a registered trademark of Medical Mutual of Ohio.

Aetna<sup>®</sup> is a trademark of Aetna Inc. and is protected throughout the world by trademark registrations and treaties. \*This ID card is provided as an example. Actual network, benefit details and contact information may vary based on your plan.