

# How to Access Your National Network

## Get to Know Your Network

Medical Mutual members have access to the Aetna® Open Choice® PPO network when they live, travel or spend significant time outside of the SuperMed® 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:

**For Members**  
**PRIMARY NETWORK:** SuperMed  
**OUTSIDE SUPERMED SERVICE AREA:** Aetna Open Choice PPO  
**VISION:** EyeMed  
**DENTAL:** DentaMax  
**24/7 NURSE LINE:**

	Tier 1	Tier 2
Preventive Office Visit Copay:	\$0X	\$0X
Urgent Care Copay:	\$0X	\$0X
Emergency Room Copay:	\$0X	\$0X
PCP Office Visit Copay:	\$0X	\$0X
Specialist Copay:	\$0X	\$0X
Optional Copay:	\$0X	\$0X

**For Providers**  
 Inpatient prior approval required: Medical/Surgical: 1-855-887-2273 Behavioral Health: 1-800-258-3186  
**Providers in the SuperMed Service Area**  
 Medical Mutual ID Number: 012345678910  
 Medical Mutual Group Number: 779105200  
 Provider: MedMutual.com  
**Medical Mutual Claims Submission**  
 Electronic Claims Payer ID: 29076  
 P.O. Box 6018, Cleveland, OH 44101-1018  
 Provider Calls: 1-800-362-1279

**Providers Outside the SuperMed Service Area**  
**aetna**  
 Aetna ID Number: 012345678 PPO/NAP  
 Aetna Group Number: 0863970-010-00100  
**Aetna Claims Submission**  
 Electronic Claims Payer ID: 60054  
 P.O. Box 981543, El Paso, TX 79998-1543  
 Provider Calls: 1-888-238-6277

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE.

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:

**For Members**  
**PRIMARY NETWORK:** Aetna Open Choice PPO  
**OHIO NETWORK:** SuperMed  
**VISION:** EyeMed  
**DENTAL:** DentaMax  
**24/7 NURSE LINE:**

	Tier 1	Tier 2
Preventive Office Visit Copay:	\$0X	\$0X
Urgent Care Copay:	\$0X	\$0X
Emergency Room Copay:	\$0X	\$0X
PCP Office Visit Copay:	\$0X	\$0X
Specialist Copay:	\$0X	\$0X
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 Provider: MedMutual.com  
**Medical Mutual Claims Submission**  
 Electronic Claims Payer ID: 29076  
 P.O. Box 6018, Cleveland, OH 44101-1018  
 Provider Calls: 1-800-362-1279

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE.

1. Your primary network
2. Your Aetna ID number

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

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## 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® is a registered trademark of Medical Mutual of Ohio.

Aetna® 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.