



# MEDICAL MUTUAL OF OHIO®

Medical Mutual®  
2060 East Ninth Street  
Cleveland, Ohio 44115-1355

MedMutual.com



March 8, 2022

<FIRST\_NAME> <LAST NAME>  
<ADD\_LINE\_1>  
<ADD\_LINE\_2>  
<CITY>, <STATE> <ZIP>

Dear <First Name>,

Starting April 1, 2022, Pediatric Place, Inc. will no longer be part of your Medical Mutual plan's network. Our records show that you or a family member received medical care from this provider in the past year.

We understand our members know and trust their doctors and other healthcare providers and making a change can be difficult. Here are a few things we want you to know:

- All claims for services you receive from this provider on or after April 1, 2022 will be processed as out-of-network. Using non-network providers typically costs you more. Depending on your plan and other factors, the cost difference can be significant.
- We want to help you find a new provider in your plan's network. To start your search, log into My Health Plan at [MedMutual.com/Member](https://www.MedMutual.com/Member) and click on Find a Provider. Our Customer Care team can also help. You can reach them at the number on the front of your Medical Mutual ID card.
- If you are currently being treated by the provider listed above for an eligible medical condition, transitional care coverage may be available. You can apply for a "transition of care waiver" by calling Medical Mutual Customer Care. With an approved waiver you can keep seeing this provider at the in-network benefit level until treatment related to your condition is completed, or for up to 90 days after receipt of this letter (whichever is less). See reverse side for details about eligible medical conditions.

We are sorry for any inconvenience this change may cause. If you have any questions or would like to apply for a transition of care waiver, please call Medical Mutual Customer Care.

Thank you for being a Medical Mutual member.

Sincerely,

Donald L. Novosel, Jr.  
Vice President, Network Management

## **Eligible Medical Conditions for Transitional Care Coverage:**

You may be eligible for transitional care coverage if:

- You are undergoing a course of treatment for a serious and complex condition from the provider. In the case of an acute illness, a serious and complex condition is a condition that is serious enough to require specialized medical treatment to avoid the reasonable possibility of death or permanent harm. In the case of a chronic illness or condition, a serious and complex condition is a condition that is life threatening, degenerative, potentially disabling or congenital and requires specialized medical care over a prolonged period.
- You are undergoing a course of institutional or inpatient care from the provider.
- You are scheduled to undergo non-elective surgery from the provider, and/or receive post-operation care from the provider with respect to such surgery.
- You are pregnant and undergoing a course of treatment for the pregnancy from the provider.
- You are or were determined to be terminally ill (meaning that you have a medical prognosis that your life expectancy is six months or less) and are receiving treatment for such illness from the provider.

For further assistance regarding your eligibility for transitional care coverage, please call the Customer Care number found on the back of your member ID Card.