MEDICAL MUTUAL®
100 American Road
Cleveland, OH 44144-2322

© 2025 Medical Mutual of Ohio
X11857-GHP 12.25





We like to keep in touch

Medical Mutual wants to make sure you understand your coverage and have access to helpful resources and programs that are included in your health plan. Here are a few reasons we might call:

To Help You Manage a Chronic Condition

If you or a covered dependent is managing asthma, congestive heart failure, coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD), diabetes, hypertension, musculoskeletal pain or pelvic health issues, our nurses may call to offer education and support. In some cases, they may also offer free supplies like diabetes test strips.

To Assist You with Case Management

If you have recently been hospitalized or diagnosed with a complex medical condition, our team of registered nurses, case managers and social workers may reach out to offer support or to share information about available community resources.

To Discuss a Prescribed Medication

If you have been prescribed a medication that is expensive, could interact with another medication or is not working as it should, our pharmacists may call to check in and discuss alternatives.

To Help You Save Money

We might call to make you aware of valuable programs and discounts, including:

Tobacco Cessation Support
Let us help you kick the habit for good. Visit Pivot.co/MedMutual.

WeightWatchers®
Enjoy almost 50% off when you start a journey to a healthier you (1-800-251-2583).

Health and Fitness Discounts
Save on gym memberships, nutrition programs, home exercise equipment and more.

SmartShopper®
Save money on medical procedures and earn cash rewards. Visit MedMutual.com/SmartShopper.

We're here to help.

While we may reach out to you from time to time, you don't have to wait for us to call.

Customer Care
Call the number on your member ID card.

Our Customer Care Specialists are available:

Monday–Thursday:	7:30 a.m. to 7:30 p.m.
Friday:	7:30 a.m. to 6 p.m.
Saturday:	9 a.m. to 1 p.m.

24-Hour Nurse Line
1-888-912-0636

Trained nurses are available 24/7 to answer your health concerns or help you choose the best place to get care when you need it.

Visit us online
MedMutual.com/Member

© 2025 WW International, Inc. All rights reserved. WeightWatchers is a registered trademark of WW International, Inc.