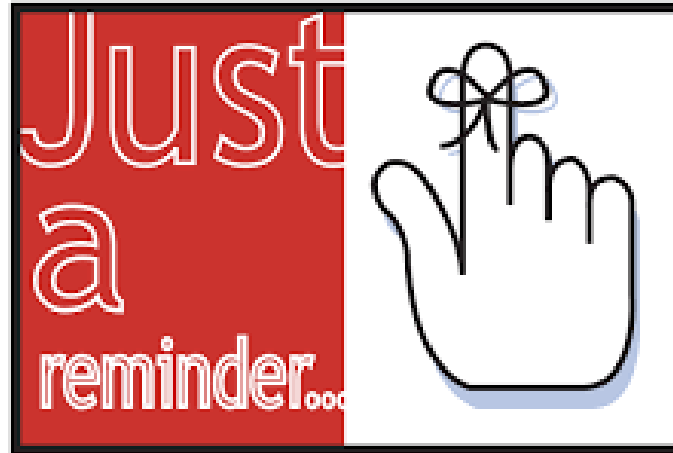


September 2019 Managed Care Updates



Mutual of Omaha FAQ's

- **Referrals Required** even within TriHealth Group; all specialist, home healthcare, outpatient therapy, Cardiac and Pulmonary Rehab
- **Referral NOT needed:** Preventive women's care (all other requires referral), flu shots, pneumonia vaccine, emergency/urgent care, dialysis, dental, routine eye, audiology evaluations

If you experience any issues with Mutual of Omaha or would like **additional training for your team** please notify the Managed Care Team- ManagedCare@TriHealth.com

❖ *Mutual of Omaha is working on Credentialing for Mid-Level Providers, ETA of Completion September 2019*



Plan Updates & Policy Changes

Medical Mutual of Ohio MedFlex Plan: *NON PARTICIPATING PLAN*

Situation

TriHealth received notification of Medical Mutual of Ohio patients presenting SuperMed Plus cards at Point of Service but actually have Medical Mutual's MedFlex HMO Plan coverage. TriHealth **DOES NOT** participate in this plan. (Mercy & CCHMC plan participation in the region)

Next Steps/Update

➤ Medical Mutual confirmed new cards were printed for patients.

**Please note patients do have Emergent Coverage that will bill through Medical Mutual and all Emergent to Inpatient notifications need to be processed on ReviewLink.

Lines of Business for Participation:

- ✓ SuperMed POS
- ✓ SuperMed PPO
- ✓ HMO Health Ohio
- ✓ SuperMed
HMO/PPPO/OPS/Preferred/
Classic/Traditional
- ✓ Medicare Advantage

Medical Mutual of Ohio MedFlex Plan: NON PARTICIPATING PLAN

MMO MedFlex Card



Front Panel

 MEDICAL MUTUAL <small>Print Date: XXXXXX</small>	
MedFlex HMO <small>NETWORK</small> <small>PRODUCT</small>	
John Q. Member <small>XXXXXXXXXX</small> <small>Member Name</small>	Rx Information
012345678910 646329002 <small>Medical Mutual ID Number</small> <small>Group Number</small>	Express Scripts Members Use: 1-800-417-1961 Pharmacists Use: 1-800-922-1557
1-800-315-3144 711 <small>Customer Care</small> <small>TTY</small>	Rx ID: 012345678910 Rx Bin: 610014 Rx PCN: COPAY Rx Group: MMODRUG
MedMutual.com/Feds	

Back Panel

For Members PRIMARY NETWORK: MedFlex HMO		Preventive Office Visit Copay: \$0 Urgent Care Copay: \$25 Emergency Room Copay: \$250 PCP Office Visit Copay: \$25 Specialist Copay: \$45
247 NURSE LINE:	1-888-912-0636	
For Providers Inpatient prior approval required: Medical/Surgical: 1-800-338-4114 Behavioral Health: 1-800-258-3186		
Providers in the MedFlex HMO Service Area Medical Mutual ID Number: 012345678910 Medical Mutual Group Number: 646329002 Provider: MedMutual.com		Providers Outside the MedFlex HMO Service Area (Emergencies Only) aetna Aetna ID Number: XXXXXXXXX PPO/NAP Aetna Group Number: 0803970-010-00100 Aetna Claims Submission Electronic Claims Payer ID: 60054 P.O. Box 981543, El Paso, TX 79998-1543 Provider Calls: 1-888-728-6777
Medical Mutual Claims Submission Electronic Claims Payer ID: 29079 P.O. Box 5218, Cleveland, OH 44101-1018 Provider Calls: 1-800-362-1279		
POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE.		