



MEDICAL MUTUAL®

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MedMutual.com

Medical Mutual

Advocacy Solutions Program





Personalized Assistance for Your Employees

We know the people who work for you are your greatest assets. At Medical Mutual, our goal is to help your employees make the best health choices possible while minimizing healthcare costs. Through our Advocacy Solutions program, we provide a personalized, proactive customer experience to coordinate healthcare in the most efficient way possible.

A One-Stop Service Approach

Our Advocacy Solutions program gives your employees access to a designated team of advocates through your personal toll-free number as well as our various clinical programs. Whether they're a member of our Customer Care team who is familiar with your company's plan offerings or a resource within our clinical functions who has identified your employee as needing support, our advocates serve as a single point of contact for all care needs and questions. Our advocates can partner with your employees to:



Introduce them to a personal care team

Our advocates can connect your employees with a nurse case manager, pharmacist or social worker to help manage their personalized healthcare needs.



Coordinate with the right care providers

Our advocates can easily access an employee's provider network to help identify, coordinate and schedule appointments.



Help them manage their medications

Depending on their needs, our advocates can connect your employees with a Medical Mutual pharmacist who can work with their provider to update their medication plan.



Familiarize them with community resources

Our advocates can familiarize your employees with community resources available in their area, such as transportation to and from medical appointments.



Find ways to make prescriptions affordable

Our advocates can help calculate estimated medication expenses, identify lower-cost alternatives and obtain discounts.



Assist with administrative requests and paperwork

Our advocates can help your employees obtain pre-authorizations for medical services and equipment, resolve billing questions and address other administrative items specific to their health benefits.

Advocating for Your Employees' Best Health

Being an advocate for your employees also means using our expertise and resources to act on your employee's behalf when it comes to healthcare. Here are some examples of how we do things at Medical Mutual.

An employee has a question about their EOB.

Medical Mutual Approach



- The advocate answers the employee's question.
- The system scans diagnosis and claims history and finds recent prescription fills for Lisinopril, a common high blood pressure medicine.
- Enrollment data shows that the employee is eligible but hasn't enrolled in our hypertension management program.
- The advocate shares our hypertension program with the employee and helps them enroll.
- The employee receives a blood pressure cuff to help manage their condition.
- The employee's blood pressure data is monitored, and an advocate reaches out if anything looks amiss.

Typical Service Approach: The representative answers the employee's question about their EOB.

An employee is interested in getting a breast pump.

Medical Mutual Approach



- The advocate explains the employee's durable medical equipment benefit and how to obtain a breast pump.
- The advocate reminds the employee that in-network preventive maternity visits are covered at 100%.
- Enrollment data shows that the employee hasn't joined the Maternity Management program. The advocate explains the program and its benefits, then enrolls the employee.
- The employee receives an introductory call from a nurse in the Maternity Management program. Based on their conversation and claims data, the nurse notes that this is a high-risk pregnancy and checks in frequently to make sure the employee receives the help she needs.

Typical Service Approach: The representative explains the employee's durable medical equipment benefit and how to obtain a breast pump.

We Look at the Big Picture

Sometimes, meeting your employees' healthcare needs goes beyond a phone call with one of our advocates. We also use member data to proactively identify members who may benefit from available programs and connect them with the right resources.

Here are some examples of how we've worked across our organization to support the individual needs of our members.

Help a Member Manage Prescriptions

Our clinical intervention pharmacists identified a member who was using several high-cost medications. We reached out to the member by phone, and she expressed concerns with the cost of the drugs. She said she had been on one of them for six months but hadn't noticed any improvement in her symptoms. We worked with her physician to recommend a change in therapy, then coordinated the change with her pharmacy. She saved \$64 per month and saved her employer more than \$12,000 per year. She also saw a noticeable improvement in her symptoms.

Make a Member's Post-Hospital Transition a Little Easier

A member was admitted to the hospital with a heart condition. During a post-discharge follow-up call, we learned that he hadn't scheduled a follow-up appointment with his provider. He also shared that he was having trouble getting his medication. We contacted his provider to schedule a follow-up appointment and see how he could access his medication more easily. The member attended his follow-up appointment, received his medication, and successfully completed his post-discharge plan.

Learn More

Thank you for trusting Medical Mutual to be your partner in healthcare. For more information about our Advocacy Solutions program, please contact your Medical Mutual sales representative.

