

Providers: Update Information for Medicare Advantage Open Enrollment

Open enrollment for Medicare beneficiaries for the 2017 benefit year runs from October 15, through December 7, 2016. We want members to have the current information about providers and need your help to ensure accurate and timely information is available to them.

Ensuring Accurate Information for Members/Patients

Helping our members stay informed of changes is critical in their decision process, especially during open enrollment. Should your office receive a call from a patient about your network participation with Medical Mutual, please clarify if they are asking about a Medicare Advantage network or plan so that the most accurate information can be provided.

If you have any question about your status as a network provider for Medicare Advantage, please contact your local Contracting Representative.

Medical Mutual strives to maintain accurate provider directories so members and Medicare beneficiaries have access to reliable and timely information. We request that providers check and update their directory data online on a regular basis too.

HealthSpan

Medical Mutual has acquired the individual health insurance business of HealthSpan Partners. Throughout the open enrollment period, you may receive calls from Medicare Advantage members who were formerly enrolled through HealthSpan. These members may be calling to confirm your network status now that they are with Medical Mutual. Please confirm they are asking about Medicare Advantage, and if so, provide them with accurate information. If they have additional questions about the plan, please refer them to (800) 338-5915.