

Three Ways to Pay Your Monthly Premium

Choose the one that's right for you

With Medical Mutual, there are three easy ways to pay your monthly premium. The options are described below.

1. Paper Invoice

If you would like to receive a monthly paper invoice from Medical Mutual to pay your premium, you don't need to do anything. That is currently how your account is set up and will continue to be unless you have chosen another option on your enrollment application or you submitted a Social Security/Railroad Retirement Board Automatic Deduction Opt-In form.

2. Auto Pay

Medical Mutual provides a safe, secure and convenient way to pay your monthly health insurance premium automatically from your checking account. To set up auto pay:

- Log in to your My Health Plan account at [MedMutual.com/Member](https://www.MedMutual.com/Member)
- On the homepage, select "Pay Your Premium"
- Follow the instructions to set up automatic payments
- Or, you can call Customer Care at 1-800-342-9069 (TTY: 711 for hearing impaired) to set up your auto pay account

3. Deduct Payment from Social Security or Railroad Retirement Board Benefits

To have your premium payment deducted from your Social Security or Railroad Retirement Board benefits, simply:

- Complete the form on the back of this page
- Sign the form
- Return it to Medical Mutual via the address listed
- Or, you can call Customer Care to authorize the deduction at 1-800-342-9069 (TTY: 711 for hearing impaired). Customer Care Specialists are available to answer your call Monday through Thursday 7:30 a.m. to 7:30 p.m., and Fridays 7:30 a.m. to 6:00 p.m.

Social Security/Railroad Retirement Board Automatic Deduction Opt-in



Use this form to have your MedMutual Advantage plan monthly premium withdrawn automatically from your Social Security or Railroad Retirement Board benefits.

Please note: This form cannot be used to request an address change. Please call the Customer Care number on your member identification card to update your address.

Member Information			
Name		Member ID Number	
Street Address		City	State ZIP
Primary Phone	Secondary Phone	Email Address	
Billing Information			
Please select the box below if you would like your MedMutual Advantage plan monthly premium withdrawn automatically from your Social Security or Railroad Retirement Board benefits.			
<input type="checkbox"/> SSA/RRB Deduction Automatic monthly deduction from your Social Security or Railroad Retirement Board (RRB) benefit check. This may take two or more months to begin. In most cases, the first deduction from your SSA/RRB benefit check will include all premiums due from the effective date up to the point withholdings begin.			
Authorization			
I am authorizing Medical Mutual to change my current billing to the selected method as indicated above.			
Member Signature		Date	
If you are an authorized representative, please sign below.			
Signature of Authorized Representative		Relationship	Date

Please complete all sections above. Send the signed and completed form to:

Medical Mutual

P.O. Box 94563
Cleveland, OH 44101

You can also fax the completed form to 1-800-542-2583.

For more information about your rights and how Medical Mutual uses your information, see the Notice of Privacy Practices at MedMutual.com, or call the Customer Care number on your member ID card to request a copy.