

How to Find a Network Provider

SuperMed PPO Network = Providers in Ohio and bordering counties

First Health Network = Providers outside of Ohio and bordering counties

Option 1: Visit providersearch.medmutual.com

1. Click “Just Looking Around”
2. Select “Group” insurance
 - a. If the location is outside of Ohio, follow the link under “Group” before continuing
 - b. Once redirected, select First Health Network
3. Choose **SuperMed PPO** network
4. Choose a provider type
5. Enter location and search radius

***Option 2: Use the Mobile App**

1. Tap “Provider Search”
2. Choose a provider type
3. Enter location and search radius
 - a. If the location is outside of the SuperMed PPO network, you will be redirected to the First Health website

****Option 3: Visit member.medmutual.com**

1. Register for or log in to My Health Plan
2. Click “FIND A PROVIDER” in the Quick Links section
3. Choose a provider type
4. Enter location and search radius
 - a. Enter additional information to personalize your search
 - b. If the location is outside of the SuperMed PPO network, you will be redirected to the First Health website

****Option 4: Call Customer Care**

1. Call the Customer Care number on your ID card and a Customer Care Specialist will assist you.
 - a. SuperMed PPO Service Area = Call the *Customer Care* number on the *front of the card*
 - b. Outside of the SuperMed PPO service = Call the corresponding number on *the back of the card*

* medmutual.com/mobileapp – download on the App Store for iPhone, Google Play for Android

**Cannot log in or call customer service until your effective date