

Employee Application/Change Form For Individuals in Groups with 51+ Eligible Employees (with MHQ)



Section I: INSURANCE WAIVER				
I understand that if I check any box insurance designated.	x in Part 1 of this waiver I	am choosing	not to have those	persons covered under the health
Part 1: Waived Coverages: I do not	want coverage for (Chec	k all that apply	/)	
Myself	□ Medical	\square Dental	□ Vision	☐ Life/Disability
Spouse or Domestic Partner	\square Medical		□ Vision	☐ Life/Disability
Child(ren)	□ Medical	□ Dental	\square Vision	☐ Life/Disability
Please list name(s) of spouse/dome	estic partner and/or child(ren) for whom	coverage is bein	g waived:
Part 2: Reason for waiving coverage	ge: (Check appropriate wa	aiver type)		
□ Covered by spouse/domestic pa	rtner or parent's employe	r coverage		
Name of Insurer:		_		
☐ Medicare ☐ TRICARE	□ VA coverage	e 🗆	Medicaid	
☐ Individual – My policy was obtai	nod through an ovehange	and I was an	nroyad far a subsi	dv
Name of Insurer:			proved for a subsi	uy
☐ Enrolled in another employer's g	roup plan as an employee	or retiree		
Name of Insurer:		_		
□ Other:	□ N	o coverage		
If you are declining coverage for you or group health plan coverage, you eligibility for that other coverage However, you must request enrollm stops contributing toward other coeligibility for coverage under the Standard However you must request enrollm marriage, birth, adoption, or place must request enrollment within 30 must request enrollmen	may be able to enroll you (or if the employer stop ent within 30 days after your age). If you or your distates Children's Health Ir ent within 60 days after sment for adoption, you m	rself or your des contributing ou or your dependent eithe surance Proguch event. In a your be able to	ependents in this p toward you or y endent's other cov er becomes eligib ram (SCHIP), you addition, if you ha enroll yourself an	plan if you or your dependents lost our dependents other coverage verage ends (or after the employed le for premium assistance or lost will be able to enroll in this plan we a new dependent as a result of d your dependents. However, you
I have read and understood the ab	ove terms:			
Current Employer		MM0 @	Group Number	
Print Employee Name				
Employee Signature:		Date:		

WARNING: IF YOU OR YOUR FAMILY MEMBERS ARE COVERED BY MORE THAN ONE HEALTHCARE PLAN, YOU MAY NOT BE ABLE TO COLLECT BENEFITS FROM BOTH PLANS. EACH PLAN MAY REQUIRE YOU TO FOLLOW ITS RULES OR USE SPECIFIC DOCTORS AND HOSPITALS, AND IT MAY BE IMPOSSIBLE TO COMPLY WITH BOTH PLANS AT THE SAME TIME. BEFORE YOU ENROLL IN THIS PLAN, READ ALL OF THE RULES VERY CAREFULLY AND COMPARE THEM WITH THE RULES OF ANY OTHER PLAN THAT COVERS YOU OR YOUR FAMILY.

Z2792B R4.23 Page 1 of 12

Employee Name
Social Security#

Group/Company Name
Game Entertainment Management
Group #/Section # (required)
A17766





Section II: ACTIO	N REQU	IRED									
New Application COBRA/Continuation Policy Change Change to Medicare Eligibility											
Section III: APPL	ICANT I	NFORMATIO	N								
Last Name				First Na	ame						MI
Permanent Reside	nce			City				E	-mail Add	dress	
County		State	Zip Code	Be	st Co	ontact # ())		Altern	ate # ()	
Employment Status Active, Full Time Date of (Re)Hire: Retired COBRA, Expiration Date: Married Prefer not to say				n							
Employee Clock No	umber:		Employee [Dept. Nu	imbe	er:		Payro	oll Locatio	on:	
Relationship First Name, MI (and last name, if different) Social Security Number ² Birth Date Gender Gender Gender Gender Gender Gender Gender Tobacco User definition –the legal use (other than religion contains any tobacconduct on average four or moditimes per week within no location than the last six months.				finition —the han religious or ny tobacco pro- four or more vithin no longer							
Self									□ M □ F	□ Y	□N
Spouse									□ M □ F	□ Y	□ N
Domestic Partner ¹									□ M □ F	□ Y	□N
Dependent Child									□ M □ F	□ Y	□ N
Dependent Child									□ M □ F	□ Y	□ N
Dependent Child									□ M □ F	□ Y	□ N
'Refer to Section VI 'Providing Social Se WARNING : Any person who	curity Nu	ımber is requi	red by federal la	aw.							

Z2792B R4.23 Page 2 of 12

Employee Name
Social Security #

Group/Company Name
Game Entertainment Management
Group #/Section #(required)
A17766





Section IV: OTHER CO	VERAGE							
Medicare Information Are you or any dependent covered by Medicare? \Box Yes \Box No If yes, please complete the section below:								
Policyholder Name	Medicare Number	Part A Effective Da	te Part B Effe	ctive Date	Rea	son for Medicare		
					☐ Age ☐ End Stage Renal ☐ Disability, Indicate Reason:			
	☐ Age ☐ End Stage Renal ☐ Disability, Indicate Reason:							
Important Notice for Medicare Eligible Individuals: If you are entitled to Medicare and Medicare is your primary coverage, you should enroll in and maintain that coverage, because when Medical Mutual is the secondary payer to Medicare Part B, Medical Mutual's plan will coordinate benefits as if you were covered under Part B, even if you are not. This can result in you being r esponsible for costs that would have been paid by Medicare. Your broker can assist you with any questions. (If you are entitled to Medicare because you are 65 and over and your employer employs fewer than 20 employees; or if you are entitled to Medicare due to disability and your employer employs fewer than 100 employees, Medicare will be the primary payer, that is, Medicare must pay benefits before the group health plan pays benefits.)								
Continuing Coverage (o ☐ Yes ☐ No If yes, p			dependent kee	eping othe	eror	dental health insura	nce coverag	e?
Policyholder Name	Name and Address Company	of Insurance	Policy Number	Effective	Date	Coverage Type	Work Status	Policy Type
							☐ Active ☐ Retired	□ Single □ Family
Section V: ABOUT YO	UR NEEDS			·				
If you have a special language or other cultural need that may affect the administration of your health plan or healthcare deli very, please indicate below so that Medical Mutual may better assist you:								
Y N ☐ ☐ Hearing-impaired (Require use of TDD/TYY or other means of communication) ☐ Usion-impaired (Require audio communication or large print document) ☐ ☐ Speak a primary language other than English (Require interpretive services) please list language:								

Z2792B R4.23 Page 3 of 12

Employee Name
Social Security #

Group/Company Name
Game Entertainment Management
Group #/Section #(required)
A17766





Section VI: MEDICAL HEALTH QUESTIONNAIRE

A. MEDICAL CONDITIONS

Have you or any listed dependents in the past 5 years received consultation for, been treated for, diagnosed as having, or been future surgery, diagnostic testing (excluding HIV and AIDS) or medical treatment or thought you should seek medical advice for any of the following conditions? If yes, explain in Section C below.

Conditions: If yes, explain in essent			1		
A. Cancer Y N	D. Heart/Circulatory Y N	E. Endocrine Y N	H. Urinary/Bowel/R	eproductive	
1. □ Cancer, Type	1. □□ Aneurysm, Type 2. □□ CAD/Angina 3. □□ Angioplasty, Date 4. □□ Bypass Surgery,	1. □□ Diabetes (Type 1- Insulin) 2. □□ Diabetes (Type 2- Oral)	1. □□ Abnormal Papper 2. □□ Normal Follow Date	v-Up Pap /Diverticulitis	
B. Lung/Respiratory Y N 1. □ Allergies - Shots □ Y □ N 2. □ Asthma 3. □ Cystic Fibrosis 4. □ Emphysema – Oxygen □ Y □ N C. Muscular/Skeletal Y N 1. □ Degenerative Disc Disease 2. □ Fibromyalgia 3. □ Herniated Disc 4. □ Osteoarthritis Location: 5. □ Rheumatoid Arthritis 6. □ Joint Replacement 7. □ Spina Bifida	Date	1. □□ Cerebral Palsy	4. Crohn's/Ulcer 5. Gastric Reflux 6. Reproductive 7. Reproductive 9. Polycystic Ov 10. Pregnant, Due Date: I. Miscellaneous Y N 1. Reproductive 1. Hemophilia, 4. Lupus, Type 5. Other Immunitype Type	rative Colitis x/Ulcer state ss Disorder varian Syndrome s enal Failure type Fype	
B. MEDICAL QUESTIONS					
2.	have you or any dependent bee r/disease not listed above? (Expl have you or any dependent been Section C below.) E COVERED ever been diagnose	advised to have an operation and/or furth	or been diagnosed as er treatment which ha dition or had a positive	s having any as not yet been	
		al Conditions and Medical Questions he	ere)		
	Treatment Date (From-To) Diagnosis	s/Treatment/Medication/Dosage (Be specific))	Recovered Y N	
John Doe eg. A5	10/2005-3/2007 Skin Can	cer/Radiation/Medication Xxxxxxxx		図 口	

Z2792B R4.23 Page 4 of 12

Employee Name
Social Security #

Group/Company Name
Game Entertainment Management
Group #/Section #(required)
A17766





				MED	ICAL MOTUAL	A Med	dical Mutual Company
Section \	VII: PRODUC	ΓS					
Life and	d Disability	Benefits					
A. COV	ERAGE SEL	ECTION					
		rovided by MedMutual Life I e benefits available to you, yo					ur emplo yer f insurability.
	Emp	oloyer Paid Plans*			Class and Sal	ary Informa	
Elect	Waive	Coverage Type		Life Cla	SS:		
		Basic Life and AD	&D	Occupa	tion/Job Title:		
		Dependent Life Short-Term Disabi	lity		E arnings: \$		
		Long-Term Disabil			lour	¬k	rear
		 % of premium, employee ma					104.
·			<u> </u>		*		
Elect	Waive	Cover	Employee Paid	I Platis"		Ar	nount
		Participation Free Volun			novered	Ai	ilouiit
		(can be chosen in incren	nents of \$10,000	ma	roverag f \$50,0L	\$	
		Participation Free Volun	tary Short-Term	'ity ı	th tevin		
		increments of \$50, minim 662/3% of employee's Bas		. 0	excee	d \$	
		Supplemental Life				\$	
		Supplemental AD&D				\$	
		Dependent Life				\$	
		nce program offers pais ition Free Elip* • vesti	n, 'unte	e and A	D&D, each employe	ee electing will need	d to complete
	ees must elect / coverage.			be eligibl	e for Participation F	ree Voluntary Short	-Term
B. VOL	UNTARY SI	HO' TERM DI	2-EXISTIN	IG CONE	DITION NOTICE		
MedMut	tual Life will	r a disability v	egins in the first	12-months	after your effective	date of coverage t	hat is cased
by, contr	ributed to b,	rom a Pre-ex.	ng condition.				
A Pre-ex					ns of your effective	date of coverage:	
1. Receiv			re of service, includ	ling diagn	ostic measures, or		
2. had ta		ugs or ines.	0.1.11			1.4	1.16.
C. T	rary				you have applied for , proceeds will be pa		
"V.	iarıc				ceeds will be paid to		
	erce	ges, the total must equa					
Lası		·	First Name		Date of Birth	Relationship	Benefit %
Primary.							
Primary:							
Continge	ent:						
Continge	ent:						

Continued on page 6

Z2792B R4.23 Page 5 of 12

Employee Name	
Social Security #	

Group/Company Name
Game Entertainment Management
Group #/Section #(required)
A17766





Section VII: PRODUCTS (continued)			
Life and Disability Benefits (continued)			
D. VOLUNTARY FIXED INDEMNITY AND ACCIDENT-ON (51-99 Only)	ILY PLANS (MEDMUTU	AL EXTEND)	
 □ Premium □ Preferred □ Select □ Critical Illness □ Accident 			2
E. PARTICIPATION FREE ELIGIBILITY QUESTIONS:			
If electing Participation Free Voluntary Life and AD&D, please ans	wer questions 1-5 belo		
 Have you ever been diagnosed with, treated for, prescribed me disease, stroke, diabetes, kidney disease, liver disease, or any for 		va. □ Yes	□ No
2.) Have you ever been diagnosed with AIDS, ARC or HIV (tested p	ositive to antib. to.	''V v₁. □ Yes	□ No
3.) Have you ever been diagnosed with Lou Gehrig's Disease (ALS Spina Bifida, Parkinson's disease, Muscular Dystrophy or Cere		osis, □ Yes	□ No
4.) In the past two years, have you been denied life insurance (ran, insuran J	ompany? \square Yes	□ No
5.) Does your weight, based upon your height, fall outside an ac	c ran, ollow	ving chart? \Box Yes	□ No
Height Acceptable Weigh Ran. 4' 5" but less than 4'6" 72 lbs to 154 4' 6" but less than 4'7" 75 lbs to 56 lb.	"t less than 5'10"	Acceptable Weight Rang	<u>e</u>
4' 7" but less than 4'8" 79 lbs 's	5' 11" but less than 5'11" 5' 11" but less than 6'0"	129 lbs to 257 lbs 132 lbs to 265 lbs	
4' 8" but less than 4'9" 82 'hs to 4' 9" but less than 4'10" 167. 4' 10" but less than 4'11" 2 lbs	6' 1" but less than 6'1" 6' 1" but less than 6'2" 6' 2" but less than 6'3"	136 lbs to 272 lbs 140 lbs to 280 lbs 144 lbs to 288 lbs	
4' 11" but less than 5'0" 5' 0" but less than 5'1" 95 15' 1" but less than 5'1" 98 lb	6' 3" but less than 6'4" 6' 4" but less than 6'5" 6' 5" but less than 6'6"	148 lbs to 296 lbs 152 lbs to 305 lbs 156 lbs to 313 lbs	
5' 2" but less +' 3" 101 lbs lbs 5' 3" but ler 104 lbs t s 5' 4" but less anan 108 lbs to 2 3 lbs	6' 6" but less than 6'7" 6' 7" but less than 6'8" 6' 8" but less than 6'9"	160 lbs to 321 lbs 164 lbs to 330 lbs 168 lbs to 339 lbs	
5' 5" than 5 111 lbs to 220 lbs 5' 15 1bs to 227 lbs 5 1bs to 235 lbs	6' 9" but less than 6'10" 6' 10" but less than 6'11" 6' 11" but less than 7'0"	172 lbs to 347 lbs 177 lbs to 356 lbs 181 lbs to 365 lbs	
5' ss . " 121 lbs to 242 lbs to all of the qu estions above, you	7' 0" but less than 7'1" are eligible for participati	184 lbs to 369 lbs ion free volu ntary life an	nd

It, ed "YES" to any of the questions above, you are not eligible for participation free voluntary life and AD& ray.

J the terms and conditions of the policy.

Z2792B R4.23 Page 6 of 12

Employee Name
Social Security #

Group/Company Name
Game Entertainment Management
Group #/Section #(required)





Section VIII: TERMS AND CONDITIONS

I hereby apply to the carrier(s) offering the coverage indicated on this application. I acknowledge that by enrolling in these products, coverage is provided by the following entities:

- Medical Mutual of Ohio® (MMO)
- MedMutual Life Insurance Company ® (MedMutual Life) for life, accidental death and dismemberment, disability, fixed indemnity and accident-only benefits
- 1. I authorize: (1) payroll deduction(s) and remittance of any required contribution for coverage to Medical Mutual and/or any affiliates or divisions of Medical Mutual; (2) release of information, without limitation, from any medical/medically related facility, prior health insurance carrier, the Medical Information Bureau, Inc. (MIB), prescription history database supplier, pharmacy benefit manager, government agency or person to Medical Mutual and/or any affiliates or division of Medical Mutual: (a) to evaluate this Application; (b) to adjudicate claims submitted on behalf of me or my dependents; (c) for utilization review programs to monitor health services or quality improvement activities and/or; (d) for credentialing purposes. I authorize Medical Mutual to provide a photocopy of this release to any physician or medical institution to obtain records for the purposes stated above. This authorization will be valid for a period of two and one-half years for the purpose of collecting information regarding this Application. I authorize Medical Mutual or its reinsurers to make a brief report of my personalhealth information to MIB.
- 2. I understand that the participation free life insurance benefits for which I am applying are subject to my answers in the eligibility question section of this Application. I also understand that if I answered "yes" to any of the participation free eligibility questions that I am NOT eligible for such benefits.
- 3. By signing below, I represent and warrant as follows: (a) I have thoroughly read and understand this Health and Life Application and the questions asked herein; (b) I am solely and exclusively responsible for the truth, accuracy and completeness of all of the answers contained in this Application; (c) I have answered each and every question set forth in this Application; (d) all of my answers to each of the questions are accurate, complete and true and (e) I did not sign a blank or partially completed Application. I agree that Medical Mutual, in it's sole discretion, may rescind my policy on the basis of any materia. I misrepresentation or fraudulent response to any question in this Application. I further agree that if a policy is issued, it will be issued by Medical Mutual in full reliance and in consideration of the information, answers and statements contained herein.
- 4. I agree that: (a) to be eligible for coverage, I must be an active full-time employee as defined by the policy(ies); (b) to be eligible for life, disability income, fixed indemnity and/or accident-only insurance, I must be actively at work as defined in the group policy. If I am not actively at work on the date my life, disability, fixed indemnity and/or accident-only coverage would become effective, such coverage will begin on the day I return to work; and (c) if coverage is issued, it will be based on full reliance on the information contained in this Application.
- 5. I have read the sales materials and understand the plan benefits, exclusions, and limitations as outlined therein. I acknowledge that the managed care features of this health insurance policy (such as the preferred provider organization network) have been explained to my satisfaction. The applicable certificate or evidence of coverage will determine the rights and responsibilities of covered persons and will govern in the event they conflict with any benefit comparison summary or other description of the plan.
- 6. No issuance, waiver, modification or change of policy or any of Medical Mutual rules or amendments shall be binding upon Medical Mutual unless it is in writing and signed by an authorized officer of Medical Mutual, as applicable.
- 7. Other than for fixed indemnity and accident-only plans, a permanent ID card will be issued following the final review and acceptance of this Application.
- 8. I understand and agree that no agent or broker who may be assisting in the completion of this Application has any authority:
 (a) to waive any answer or any portion of any answer to any question on this Application or any information Medical Mutual requests; (b) to advise me that I am not obligated to disclose any condition of which I am aware concerning my health or the health of any dependent included on the Application; (c) to make any representation concerning benefits that are inconsistent with, or different from, any written information provided by Medical Mutual; or (d) to bind Medical Mutual in any way by making any statement, promise or representation that is not set out in writing in this Application or regarding eligibility, benefits or issuance of a policy; (e) to answer any questions in, or insert any information on, this Application on my behalf; or (f) to approve coverage.

Continued on page 8

Z2792B R4.23 Page 7 of 12

Employee Name	
Social Security #	_

Group/Company Name
Game Entertainment Management
Group #/Section #(required)





Section VIII: TERMS AND CONDITIONS (continued)

- 9. My dependents and I understand and agree that any information obtained will not be released by Medical Mutual to any person or organization except to reinsuring companies, the MIB, or other persons or organizations performing health care operations, payment related, or business or legal services in connection with any application, claim, or as may be otherwise lawfully required, or as we may further authorize. If a Consumer Reporting Agency is used, I (we) may request to be interviewed in connection with the preparation of the report. Once personal and health (including medical, dental, and pharmacy) information is disclosed pursuant to this authorization, it may be redisclosed by the recipient and the information may not be protected by federal and state privacy requirements. A copy of this authorization request is available to me or my legal representative upon written request. A photographic copy of this authorization shall be as valid as the original. This authorization shall be valid for a period of two and one-half years. I have the right to revoke this authorization at any time. To revoke this authorization, I must do so in writing and send my written revocation to Medical Mutual's Privacy Office. The revocation will not apply to information that has already been released in response to this authorization. The revocation may adversely affect my application, a claim or a pending insurance action. The revocation will become effective after it is received by Medical Mutual Privacy Office. Your refusal to authorize the release of this information may impact your ability to enroll in Medical Mutual's plan if Medical Mutual needs this information to determine your eligibility for coverage.
- 10. I understand and acknowledge that this authorization extends to all medical records, including records which may contain information regarding treatment for physical and mental illness, alcohol/drug abuse and/or HIV AIDS test results or diagnosis. I expressly consent to the release of such information.
- 11. If I am applying for coverage for my domestic partner, I represent and warrant that I and my domestic partner: 1) cohabit and reside together in the same residence and have done so for at least six months and intend to do so indefinitely; 2) are engaged in an exclusive and committed relationship and are financially interdependent; 3) are both at least 18 years of age and are each other's sole domestic partner; 4) are not married or separated from anyone else; 5) have not had another domestic partner within six months of establishing the current domestic partnership; 6) are not related by blood; and 7) are not in this relationship solely for the purpose of obtaining insurance benefits.

I am signing this Application on my own behalf and on behalf of all listed dependents. An unaltered cop is as valid as the original.	y of this authorization
Applicant's or Guardian's Signature	Date

WARNING: Any person who, with intent to defraud or knowing that he is facilitating fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud. (Ohio Revised Code Section 3999.21).

Z2792B R4.23 Page 8 of 12

Multi-Language Interpreter Services & Nondiscrimination Notice



This document notifies individuals of how to seek assistance if they speak a language other than English.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-382-5729 (TTY: 711).

Chinese

し獲だ♀:お.れいだTご9d ぬ 援利 ま3□,だTご語。果。事、8년ぶえ:川**は**項,**却答**号 رور 項如**亞**00-382-5729 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-382-5729 (TTY: 711).

Arabic

o o o世o , o o用o獲o果ko o o o , ;o禹*面*wo o**绫懇望656**0 , , o支o o로o는, o場o ,전o果o o o .(711o o oko , , 1980**0-\$32**-5,729m o獲の対し日oo o,知度度,으。7得全o費果る g支d注ldまd文d支。

Pennsylvania Dutch

Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-382-5729 (TTY: 711).

Russian

ă ă ă ă ă1-8608a-3862-5729 (ă ă ă ă: 78111á). ă ă

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-382-5729 (ATS: 711).

Vietnamese

CHÚ Ý: N´ u b´ n nói Ti´ ng Vi´ t, có các d´ch v´ h´ tr´ ngôn ng´ mi'n phí dành cho b'n. G'i s' 1-800-382-5729 (TTY: 711).

Navajo

Díí baa akó nínízin: Díí saad bee yáníłti' go Diné Bizaad, saad bee áká'ánída'áwo'd 11/1' { lt/láá jiik'eh, éí ná hól′, kojj) hối bhih 1-800-382-5729 (TTY: 711).

Order Number: Z8188-MCA R4/19

Dept of Ins. Filing Number: Z8188-MCA R9/16

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-382-5729 (TTY: 711).

Korean

中 8 서우」실服 지 전連전.□ 中 8 711)한, j전.□ 2

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-382-5729 (TTY: 711).

d dydädごdてd使む00-382-5729 (TTY: 711) d使 d. dく如星وdkd」dT免 I dたdごdまdg.

Dutch

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-382-5729 (TTY: 711).

(ă ă ă ă: **X**11**X**). ă ă

Romanian

ATENȚIE: Dacłęvorbiți limba românłę vłęstau la dispoziție servicii de asistențlelingvisticle gratuit. Sunați la 1-800-382-5729 (TTY: 711).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-382-5729 (TTY: 711).

Please Note: Products marketed by Medical Mutual may be underwritten by one of its subsidiaries, such as Medical Health Insuring Corporation of Ohio or MedMutual Life Insurance Company.

QU ESTIONS ABOU TYOUR BENEFITS OR OTHER INQUIRIES ABOU TYOUR HEALTH INSURANCE SHOULD BE DIRECTED TO MEDICAL MUTUAL'S CUSTOMER CARE DEPARTMENT AT 1-800-382-5729.

Nondiscrimination Notice

Medical Mutual of Ohio complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex in its operation of health programs and activities. Medical Mutual does not exclude people or treat them differently because of race, color, national origin, age, disability or sex in its operation of health programs and activities.

- Medical Mutual provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, etc.).
- Medical Mutual provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services or if you believe Medical Mutual failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, with respect to your health care benefits or services, you can submit a written complaint to the person listed below. Please include as much detail as possible in your written complaint to allow us to effectively research and respond.

Civil Rights Coordinator

Medical Mutual of Ohio 2060 East Ninth Street Cleveland, OH 44115-1355 M701-10-1900

Email: CivilRightsCoordinator@MedMutual.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

- Electronically through the Office for Civil Rights Complaint Portal available at: ocrportal.hhs.gov/ocr/portal/lobby.jsf
- By mail at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F HHBuilding WashingtorD20201-0004

- By phone at:1-800-368-1019TDD1-800-537-7697)
- Complaint forms are available at: hhs.gov/ocr/offi ce/file/index.html