



MEDICAL MUTUAL®

CAROLINA CARE PLAN | CONSUMERS LIFE

Important Contacts For Group Administrators

Please retain the following important information for your records.

Health Coverage

Employee applications or change forms:

- **Online:** MedMutual.com/Employerlink
- **Mail**
Medical Mutual
Attn: Membership
PO Box 943
Toledo, OH 43656
- **Fax:** (419) 473-7285 or (800) 384-0921
- **Email:** MemApps@MedMutual.com

Premium payments:

- **Online:** MedMutual.com/Employerlink
- **Mail**
Medical Mutual
PO Box 951922
Cleveland, OH 44193

Medical claims:

- **Online:** MedMutual.com/MyHealthPlan
- **Mail**
Medical Mutual
PO Box 6018
Cleveland, OH 44101-1018
- **Phone (Customer Service):** (800) 272-6967

Questions regarding your bill or premiums:

- **Phone (Membership Services):** (800) 227-7978

To locate a network medical services provider:

- **Online:** MedMutual.com/FindAProvider
- **Mobile:** Download the mobile app for your smart phone

Life Insurance

- **Mail**
Consumers Life Insurance Company
24650 Center Ridge Rd., Suite 110
Westlake, OH 44145
- **Phone:** (866) 925-2542
- **Fax (Claims):** (440) 617-1236
- **Email (Claims):** Claims@ConsumersLife.com

Prescription Drug Coverage

- **Online:** Express-Scripts.com
- **Phone:** (800) 417-1961

Vision and Dental Coverage

To locate a network dental services provider:

- **Online:** Dentemax.com
- **Phone:** (800) 752-1547

To locate a network vision services provider:

- **Online:** EyemedVisionCare.com
- **Phone:** (866) EYEMED

Other Services

COBRA Continuation:

- **Online:** Ceridian.com
- **Phone:** (800) 488-8757
- **Email:** SEClientServices@Ceridian.com

Conversion Policies:

- **Phone:** (800) 242-1936

