



MedMutual Total Health™ Product Overview

Medical Mutual is excited to introduce MedMutual Total Health™: a comprehensive clinical care management product that helps improve employee health and control costs. This product is available to all new and renewing groups, effective July 1, 2024.

Total Health is centered around Medical Mutual's Clinical team. They lead the combination of internal programs, vendor services, and industry-leading healthcare solutions. Medical Mutual combines the strength of our clinical capabilities with industry-leading healthcare solutions through Total Health. Groups that participate in these programs and services receive access to personalized, top-tier clinical resources that improve overall well-being and save money.

Total Health is designed to address the needs of members from well to unwell, from birth through end of life, anywhere along the continuum of care:



By choosing Medical Mutual, groups already have access to a set of wellness tools and clinical services as a part of the standard administration fee. These make up the foundation of the program because they are core to who we are: the most trusted navigator for our members.

These services include:

- Self-service wellness tools
- Maternity management
- Emergency department avoidance
- 24/7 Nurse-first support
- Care management and utilization management to support hospitalized members

MedMutual Total Health builds on this foundation by providing coverage to members with chronic conditions and health events that drive a significant amount of medical expense.

These solutions include:

- Preventive care screening campaigns
- Gaps in care tracking and notification
- Digital and telephonic health coaching
- Care navigation services
- Advanced remote monitoring
- Virtual physical therapy – MSK and pelvic health
- Palliative Care: Home-based support services for members with serious conditions
- Transitional Care: Home visits to members post high-risk hospitalization

Total Health is more than a cost-saving product. We can see the impact of Total Health throughout our book of business.* For example:

- 6% decrease in emergency room visits per 1,000 members
- Medical cost savings of \$773 per employee annually
- 11% decrease in hospital admits per 1,000 members
- Members are 31% more likely to engage with a primary care provider

In addition to Total Health, Medical Mutual can provide employees with programs tailored for unique high-risk populations such as newborns in the neonatal intensive care unit (NICU) and members with chronic kidney disease. Given the specific needs of your population, and based on our clinical and data analysis, we can consult with you on recommended programs that may provide additional clinical benefits and savings.

Medical Mutual, combined with the power of our Clinical Care team, can offer access to industry-leading healthcare solutions connecting employers and their employees to the care they need, when they need it.

**Actual results and individual experience will vary based on multiple factors, including, but not limited to, plan design, population demographics, program utilization, claims experience, network market conditions and other factors.*