

## REALTIME ACCESS TO CLAIMS AT MUTUAL MEDICAL

To access Member Online services, visit [www.mutualmedical.com](http://www.mutualmedical.com) and click "Member Online." If you have not registered previously, click Register Now. Complete the registration instructions as directed.

Please note, the **Member Number** for the employee is your Social Security Number (must include the dashes xxx-xx-xxxx). The **Member Number** for the spouse is the employee Social Security number followed by -S1. Again, the dashes must be included (xxx-xx-xxxx-S1). Each child is the employee Social Security Number followed by either a -C1, -C2, -C3, etc. Each child must be registered separately. The **Group Number** is as follows:

- I0001 for Active employees
- I000R1 for Retirees
- I000C1 for COBRA members

The **User ID** and **Password** items are created by you and should be different for each family member. Write down your **User ID(s)** and **Password(s)** as you will need them each time you visit the site.

Once you have registered, you will be directed to your **Home Page**. From here you can access your claim information by selecting **Services**, along the top toolbar, and then click **Claims** which will appear as a selection. You will be prompted to search by an individual claim or review all the claims for that particular member. When your claim history appears, you may use the mouse to hover over a particular claim for a quick summary or click on the claim number for specific details. You may sort your claim history by claim number (default), provider, service date or status.

We hope that you will take the time to become familiar with this secure and convenient tool for reviewing your claim information. The more often you can frequent the site the easier it will become to navigate. If you do have problems or have questions you can contact Mutual Medical or the ICC Risk Management office. The individuals assigned to help you with internet access questions are:

**Mutual Medical** (309-674-0888)

Mornings and Afternoons: Matt Jones, Linda Bennett or Sally Roberts

Evenings: Ron Jones or Carol Jones

**ICC Risk Management Office** (309-694-5398)

Angela McElyea

