

# Contact Us

**Customer Service Email:** [customerservice@mutualmedicareadvantage.com](mailto:customerservice@mutualmedicareadvantage.com)

**Appeals Email:** [appeals@mutualmedicareadvantage.com](mailto:appeals@mutualmedicareadvantage.com)

Toll Free:

Cincinnati: 1-877-603-0785 (TTY: 711)\*

San Antonio: 1-866-488-0249 (TTY: 711)\*

Fax:

Customer Service: 877-832-5749

Appeals: 877-806-3973

## Company Headquarters

Mutual of Omaha Medicare Advantage Company

3300 Mutual of Omaha Plaza

Omaha, NE 68175

You may call us from 8 a.m. to 8 p.m., seven days a week. You may reach a messaging service on weekends from April 1 to September 30 and holidays. Please leave a message, and your call will be returned the next business day.

Mailing address and fax number for written customer service, claims, appeals and grievances requests:

PO Box 5084

Troy, MI 48007

Fax: 877-832-5749

*\*Please note that our main customer service number (above) is the designated number for submitting oral requests for expedited appeals.*

Mutual of Omaha CareAdvantage is an HMO plan with a Medicare contract. Enrollment in the Mutual of Omaha CareAdvantage plan depends on contract renewal.