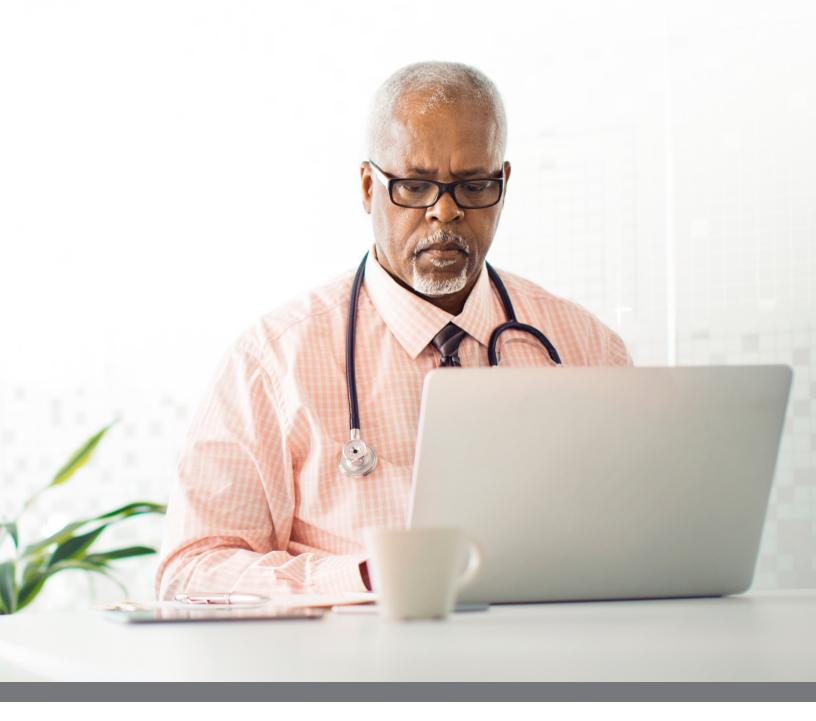# Interactive Provider Resource Guide

Convenient Access to the Resources You Need

MEDICAL MUTUAL®

Medical Mutual is committed to improving the lives of our members, your patients. We want to work with you to provide them with the best care possible. That's why we developed this Provider Resource Guide to put important information and resources in one easy-to-reference document.

Provider Website

The Medical Mutual provider website can be found at MedMutual.com/Provider. There you can access policies and standards, find various resources (e.g. HEDIS Documentation, Chronic Condition Management Program, Cultural Competency, Continuity and Coordination of Care), review the latest provider news, and log in to our provider portal in Availity.

CLICK HERE

Provider Manual

The Provider Manual is referenced in your participating agreement, and is considered an extension of that agreement. It identifies our administrative and medical policies, procedures, guidelines and other information aimed at enhancing our relationship with you. The manual is updated throughout the year, and we notify you of any changes in our quarterly Mutual News provider newsletter. The Provider Manual can be found on the MedMutual.com/Provider homepage.

CLICK HERE

Provider Portal in Availity

Our provider portal in Availity, a multi-payer platform, gives you access to:

- Eligibility and Benefits
- Claims Status
- Electronic Remittance Advice (ERA) Statements
- Fee Schedule Lookup
- Provider Record Updates
- Provider Action Request (appeal form)

CLICK HERE

You can register for or log in to our Availity portal at MedMutual.com/Provider.

Medical Mutual Member ID Cards

Member ID cards give information to you and your staff to help with claims submissions and prior authorizations. You can view Medical Mutual member ID card sample images on our MedMutual.com/Provider homepage.

CLICK HERE

EFT and ERA Enrollment

Find information on registering for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) by going to MedMutual.com/Provider > Resources > EFT and ERA.

CLICK HERE

Prior Approvals

Prior approval information and submitting guidelines for services and procedures can be found in the Prior Approvals section of our MedMutual.com/Provider homepage.

CLICK HERE

Provider News and Newsletters

Find important provider news items, as well as our quarterly Mutual News provider newsletter and Mutual News bulletins on the In The News page of MedMutual.com/Provider.

CLICK HERE

Email Communications

Sign up to receive email communications instead of print via our provider portal in Availity. Benefits of email communications include:

- Faster and more timely communication of essential information
- Easier sharing and referencing of previous communications
- Convenient access to additional information/resources through email links

To sign up, simply log in to Availity, locate the Medical Mutual payer space, go to the Applications Tab and input the applicable email addresses.

CLICK HERE

Provider Contracting

To talk with your provider contracting manager, call toll free at 1-800-625-2583. If you aren't sure who your provider contracting manager is, go to the Contact Us page of MedMutual.com/Provider.

CLICK HERE

Quality Improvement Program

Our Care Management department has implemented a comprehensive Quality Improvement (QI) program to provide consistent standards, measurements and reporting to support local and regional quality improvement strategies. More information can be found under the About Us menu on MedMutual.com.

CLICK HERE

Credentialing

Provider Credentialing

Medical Mutual participates in the one-stop credentialing application process using Council for Affordable Quality Healthcare® ProView. ProView enables you to submit your information in a secure, free of charge, centralized database to satisfy most credentialing and recredentialing requirements. Please see **Proview.CAQH.org** for more information.

CLICK HERE

Organization Credentialing

Organizations such as ambulatory surgery centers, home health agencies, skilled nursing facilities, etc., that are applying for network participation must use a facility credentialing form. Ohio organizations are required to use the state-mandated credentialing form developed by the Ohio Department of Insurance. Organizations in other states must use the Medical Mutual Standardized Credentialing Form.

If you have any credentialing questions, please contact your local provider contracting manager at 1-800-625-2583.

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