

In the News

Medical Mutual Working with Cohere Health and the Rhyme LiveAuth™ Network to Enhance and Streamline our Prior Authorization Process

Medical Mutual is working with [Cohere Health](#) and the [Rhyme LiveAuth™](#) network to streamline the prior authorization process, enable faster, better clinical outcomes and decrease provider administrative burden via enhanced workflows and automation.

Beginning on March 25, 2024, **Medical Mutual contracted providers must submit** prior authorization requests for outpatient and investigational/experimental services and procedures through Cohere Health's web-based portal or through the Rhyme application. In addition, prior authorization requests for outpatient diagnostic radiology/imaging can be submitted through Rhyme's EMR application, or through eviCore.

The benefits of Cohere Health and Rhyme include:

- Real-time prior authorization requirement for determinations, resulting in elimination of unnecessary prior authorization requests. (Cohere Health)
- Transparency requirement for prior authorization policy documentation, resulting in less back-and-forth between health plan and provider. (Cohere Health)
- Opportunities for prior authorization real-time auto-approval (in some cases), resulting in faster turnaround times for determinations. (Cohere Health & Rhyme)
- Automatic extraction and population of key data to build the prior authorization request, resulting in less redundant data entry. (Rhyme)

You will be able to access Cohere Health's portal directly at <https://login.coherehealth.com>. A link to the Cohere Health portal will be available in NaviNet until at least July 1, 2024, however, it is most efficient to access the Cohere portal directly.

If you do not already submit prior authorization requests through the Cohere Health portal for other health plans, you will need to complete the registration process at <https://coherehealth.com/register>.

If you do already submit prior authorization requests through the Cohere Health portal for other health plans, you can continue logging in as usual. **You will continue to have access to your prior authorizations that were previously submitted through NaviNet/Rhyme until at least July 1, 2024, and you can check their status using your current process.**

Existing Rhyme clients will have access to Medical Mutual's expanded modalities beginning on March 25, 2024. Please work with your Client Success Manager at Rhyme to coordinate these additions. New providers interested in EHR integrated prior authorizations should contact Rhyme at <https://www.getrhyme.com/get-in-touch>.

As we work toward the transition to Cohere Health, we will continue to communicate and work closely with providers to supply onboarding, training and other support needed to ensure a smooth transition. If you would like to find out more about Cohere Health, please visit the following links:

- Webinars: <https://coherehealth.com/webinars/>
- Learning Center: <https://payerinfo.zendesk.com/hc/en-us>

Please note that there is no change to the inpatient prior authorization submission process at this time. Please continue to submit requests for inpatient admission through [MedCommunity](#).

We will also be making an update to our prior authorization list, which will go into effect on March 25, 2024 when we transition to Cohere Health. A preview of the services that will require prior approval with this update can be found at www.medmutual.com/PAL2024.

If you have any questions, please contact your Medical Mutual Provider Contracting Manager at 1-800-625-2583.