

In the News

Medical Mutual Changing Prior Authorization from eviCore to Cohere Health for PT, OT, ST and Chiropractic Services on Nov. 1, 2024

As we previously communicated, on March 25, 2024, Medical Mutual started working with Cohere Health and Rhyme for prior authorizations for outpatient, investigational/experimental, and nursing services.

Starting on Nov. 1, 2024, Physical Therapy, Occupational Therapy, Speech Therapy and Chiropractic services will be transitioning to Cohere for prior authorization as well. After Nov. 1, these services should no longer be submitted through eviCore for prior authorization. Not all plans require prior approval for therapy services (i.e., Mutual Health Services). To obtain benefits and verify authorization requirements, please use the For Providers number on the back of the Covered Person's ID card.

What are your next steps?

- If you are not yet registered with Cohere Health, go to www.coherehealth.com/register.
- To view Cohere Health informational webinars, go to <https://coherehealth.com/webinars/>.
- To access the Cohere Health Learning Center following registration, please visit <https://coherehealth.zendesk.com/hc/en-us>.

We will continue to provide information to you on this transition as we get closer to November 1st. If you have any questions for Medical Mutual, please contact your Provider Contracting Manager at 1-800-625-2583. If you'd like to speak with a member of Cohere Health's team, please call 1-855-482-3649 or email mмосupport@coherehealth.com.