



**MEDICAL MUTUAL®**

100 American Road  
Brooklyn, OH 44144-2322

MedMutual.com/Provider

## Contact Us

Medical Mutual Provider Contracting team 1-800-625-2583

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**MEDICAL MUTUAL®**

# Mutual News Bulletin

**August 2023**

## **NOTICE OF MATERIAL AMENDMENT TO CONTRACT:**

### **Network Fee Schedule Update**

The Medical Mutual updated network fee schedule will be available for reference on Sept. 1, 2023, on our secure Provider Portal in Availity, which you can access at [MedMutual.com/Provider](https://www.medmutual.com/provider). Revisions will be effective for dates of service on or after Dec. 1, 2023. In addition to this revision, fees in the network fee schedule for certain codes will continue to be updated on a more frequent basis.

- The Centers for Medicare and Medicaid Services (CMS) updates its fee schedule for J-codes and radiological materials on a quarterly basis. Similarly, Medical Mutual will continue to update the fees in its network fee schedule for J-codes and radiological materials as described below:
  - The fees for J-codes and radiological materials in Medical Mutual’s fee schedule are 100% of the then-current Medicare fee schedule and will be updated on a quarterly basis to be effective on Jan. 1, April 1, July 1, and Oct. 1 of each year. Fees will reflect the quarterly updates made by CMS to the CMS Average Sales Price (ASP) file and by the Medicare Administrative Contractor for the state of Ohio (currently CGS Administrators, LLC) to its ASP file.
  - Each quarter, the updated network fee schedule with revised fees for J-codes and radiological materials will be available via Medical Mutual’s Provider Portal in Availity, which you can access at [MedMutual.com/Provider](https://www.medmutual.com/provider).

- Medical Mutual will continue to update the fees in its network fee schedule for immunizations as described below:
  - Fees for immunizations are updated on a semi-annual basis on Jan. 1 and July 1 of each year to be 100% of the then-current average Average Wholesale Price (AWP) for all known and active National Drug Codes (NDCs) associated with a particular immunization code.
  - In addition to the fee updates on Jan. 1 and July 1 of each year, if any, the fees for flu vaccines will be updated to be effective on Aug. 1 of each year to be 100% of the then-current average AWP for all known and active NDCs associated with the particular flu vaccine code.
  - When Medical Mutual makes updates to immunization fees, the updated network fee schedule with revised fees for immunizations will be available via Medical Mutual's Provider Portal in Availity, which you can access at [MedMutual.com/Provider](https://www.MedMutual.com/Provider).

The Medical Mutual Provider Portal in Availity offers search features based on a provider's individual National Provider Identifier and Tax Identification Number to view contract rates by:

- Procedure code submitted by your practice most frequently
- Commonly submitted procedure codes for specialties
- Contracted fees for individual procedure codes

If you have any questions regarding this update, please contact your Medical Mutual Provider Contracting Manager toll free at 1-800-625-2583. If you don't know who your Provider Contracting Manager is, please visit the Contact Us page at [MedMutual.com/Provider](https://www.MedMutual.com/Provider).

## Durable Medical Equipment (DME) Rental and Purchase Prices

As a reminder, as part of Medical Mutual's pricing of DME claims, at such time Medical Mutual determines an item should be purchased rather than continuing to rent, all accumulated rental reimbursement shall be applied toward and capped at the purchase price of the item under the fee schedule in your Provider Agreement. The Coding Instructions for Selected Services and Related Billing Policies and Procedures, Durable Medical Equipment (DME) Billing Guidelines Sub-section of Section 2 – Claims Overview is revised.

## Reimbursement Policy

Effective Sept. 15, 2023, Medical Mutual is implementing the Replacement Claims Reimbursement Policy (Policy Number RP-202304). To view this policy, please visit [MedMutual.com/Provider](https://www.MedMutual.com/Provider) and select Policies and Standards > Reimbursement Policies.

## 2023 Provider Survey on Appointment Accessibility

Medical Mutual is conducting our annual provider survey to ensure that our networks meet the appropriate standards in providing timely appointments. If your office is contacted for the survey, we ask that you consider participating. Details of this initiative follow.

- Our vendor, SPH Analytics (a Press Ganey Solution), will be making calls to a random sample of provider offices starting in the third quarter of 2023. These calls are meant to evaluate access and availability of appointments across our provider networks.
- A sample of provider offices may receive a brief 5-minute telephonic survey. These include:
  - Primary Care Providers
  - High Volume OB/GYN, Cardiology, and Orthopedics
  - High Impact Oncology and Neurology
  - Behavioral Health
- In addition to assessing primary business hours, SPH Analytics will also assess after-hours care for primary care practices only.

The survey results will be used to help our organization identify any barriers that may affect a member's access to care and to uphold the NCQA requirement for accreditation.

For our most recent accessibility guidelines, go to [MedMutual.com/Provider](https://www.MedMutual.com/Provider) > Policies and Standards > Accessibility Standards, or they can be found in our Provider Manual.

If you have any questions about this survey, please contact our Clinical Quality Improvement department at 1-800-586-4523 or [clinicalquality@medmutual.com](mailto:clinicalquality@medmutual.com).