

In the News

Notice of Amendment to Contract – Provider Electronic Communications Notification

Medical Mutual is committed to efficient and effective communication with our providers to ensure you are always able to receive important and relevant information from us. As part of this commitment, we want to inform you that **effective June 30, 2025**, all regular notice communications like our Mutual News Provider Newsletters and Mutual News Bulletins will only be available on our Medical Mutual provider website on the News and Information page. This page can be easily accessed from our [MedMutual.com/Provider](https://www.MedMutual.com/Provider) home page. **After June 30th, we will no longer be sending out these communications to providers via mail, they will only be available on our website.**

Please Note: Providers who have an existing certified mail delivery provision for communications in their provider contract with us will continue to receive communications that way.

As part of this transition, at the top of the News & Information page you can register for email notification which will allow us to notify you anytime a new newsletter or bulletin is available on the website. This email notification is available to anyone within your organization and is not limited to select positions.

To align with this new communication process, the Article VI contractual Notice provision is being deleted and replaced with the following:

Medical Mutual may also deliver notices by posting them on an internet-based Provider website. Provider agrees that posting of the notices on the Medical Mutual Provider website and delivery of such notices electronically shall constitute adequate notice pursuant to this Section. Providers may register to receive electronic notices of postings to the Medical Mutual Provider website as described in the Provider Manual.

If you do not wish to transition to this new communication process, you must notify Medical Mutual in writing of your decision by April 25, 2025. A written opt-out notice must be received by Medical Mutual through mail or email by this date in order for your opt-out decision to be effective. If Medical Mutual does not receive an opt-out notice by April 25th, you will be responsible for obtaining Medical Mutual newsletter and bulletin updates through our website.

Questions concerning this Notice of Amendment to Contract should be directed to: NetworkDevelopment@MedMutual.com.

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Opt-out notices should be emailed to NetworkDevelopment@MedMutual.com or mailed to:

Medical Mutual
Attn: Provider Network Management
100 American Road
Cleveland, OH. 44144

Thank you for the care you provide to our members, and we look forward to continuing to improve our communications with you.