



Mutual News Bulletin

February 2020

New Medical Mutual Notice Address

For all contracted providers, pursuant to the notice provision of your contract, this constitutes notice of change to Medical Mutual's address for purposes of any notice required to be given pursuant to the terms and provisions of your contract.

Beginning April 1, 2020, for all contracted providers, the following is Medical Mutual's notice address:

Medical Mutual
2060 East Ninth Street
Cleveland, OH 44115
Attn: Vice President, Network Management

Updates to the Clinical Quality and Health Services Overview Section of the Provider Manual

Notice of Changes to Prior Authorization Requirements

- Medical Mutual requires all contracting facilities and professional providers to obtain prior authorization for designated services. Effective April 1, 2020, prior authorization requests must be submitted at least 48 to 72 hours in advance of the scheduled service. Failure to comply with the requirements may result in rejection of the claim.

Contact Us

Visit **MedMutual.com/Provider** to log in to the Provider Portal.

If you have questions, please contact your provider contracting representative:

Central/Southeast Ohio (Columbus Office)

1-800-235-4026

Northeast Ohio (Cleveland Office)

1-800-625-2583

Northwest Ohio (Toledo Office)

1-888-258-3482

Southeast Ohio/Kentucky (Cincinnati/Dayton Office)

1-800-589-2583

Updated Inpatient Admission Review Guideline

- Effective April 1, 2020, it is expected that all inpatient admissions be submitted for medical necessity review within 24 hours after admission, with the exception of routine obstetrical admissions.

With these changes, Medical Mutual has updated the following sections of the Provider Manual: Section 3, Clinical Quality and Health Services Overview, Prior Authorization and Clinical Review Process Sub-sections..

Medical Mutual Implementing Two New Corporate Reimbursement Policies

Telemedicine Reimbursement Policy

Effective April 1, 2020, Medical Mutual is implementing a Reimbursement Policy, Telemedicine (Policy Number RP-202001). To view this policy, please visit [MedMutual.com/Provider](https://www.MedMutual.com/Provider) and select Tools & Resources > Corporate Reimbursement Policies.

Obstetrical Care Reimbursement Policy

Effective April 1, 2020, Medical Mutual is implementing a Reimbursement Policy, Obstetrical Care (Policy Number RP-202002). To view this policy, please visit [MedMutual.com/Provider](https://www.MedMutual.com/Provider) and select Tools & Resources > Corporate Reimbursement Policies. This policy replaces, and is a re-statement, in part, of Medical Mutual's Medical Policy, Obstetrical Policy (Policy Number 94041) that had an initial effective date of November 4, 1994. The medical necessity criteria for amniocentesis and chorionic villus sampling in Medical Policy, Obstetrical Policy (Policy Number 94041), has been removed and is replaced with MCG™ Care Guidelines® (A-0160 Amniocentesis and A-0157 Chorionic Villus Sampling).

Medical Mutual Toledo Office Moving in Early 2020

Medical Mutual will be moving from our current Sylvania Avenue office in Toledo, Ohio, to new offices in Rossford, Ohio, in early 2020. The new Operations building, which includes Customer Experience and Care Management, will be opening in February. The new Sales and Administration building, which includes Sales, Underwriting and Provider Contracting, will be opening in March.

The addresses for the new locations are listed below:

- Operations Building
9616 Olde Highway US 20, Rossford, OH 43460
- Sales and Administration Building
9848 Olde Highway US 20, Rossford, OH 43460

These new offices are exclusively for Medical Mutual operations, and not for general public use.

Updated Provider Contracting contact information, including phone and fax numbers, are listed below:

Toll Free Number (Remains the same): 888-258-3482

Fax Number (New): 419-595-6200

Local Direct Number (New): 419-595-6205

Provider Contracting Staff – New Phone Numbers

- Valerie Kopmanis – Director, Provider Network Management: 419-595-6210
- Melanie Marx – Contracting Coordinator: 419-595-6209
- Amy McMichael – Contracting Representative: 419-595-6208
- Kelli Martin – Contracting Coordinator: 419-595-6206
- Alex Napier – Contracting Representative: 419-595-6204
- DeAnna Jensen – Contracting Representative: 419-595-6202

Ancillary and National Network Staff – New Phone Numbers

- Kristin Michalak – Contracting Representative: 419-595-6207
- Heather Andrzejak – Contracting Representative: 419-595-6203

Due to the office move in Toledo and other office location moves in the Northeast Ohio area, you may see changes to certain addresses specified in materials on Medical Mutual's website or specified in correspondence you receive from Medical Mutual, such as Medical Mutual prior authorization decisions or Medical Mutual requests for medical records. Please pay attention to the addresses specified in such Medical Mutual correspondence and on our website to ensure that any communications or records you send in response are directed to the appropriate designated address.

In addition, Medical Mutual has updated addresses in the following sections in its Provider Manual:

- Section 1, Overview – Contract Information Sub-section
- Section 12, Medicare Advantage Plans and Guidelines, Appeals Sub-section

New Transportation Benefit for Medical Mutual Medicare Advantage Members

Medical Mutual, along with our transportation vendor, LogistiCare, can now arrange for our Medicare Advantage members to be driven to doctor appointments, pharmacies, and other health-related activities for 90 days after they have been discharged from an inpatient hospital stay.

This benefit costs the member nothing out-of-pocket and includes 24 one-way trips to select locations. If a member is readmitted to the hospital for any reason, the 90-day/24 one-way trip limit resets once the member is discharged.

To schedule a trip, a member, trusted family member or friend, or a healthcare provider can call LogistiCare toll free at 1-866-267-7640 (TTY 1-866-288-3133 for hearing impaired). Members can also schedule a ride online after registering for a free account at Member.LogistiCare.com. One family member, friend or personal care attendant over the age of 18 can ride along with the member at no additional cost.

For more information about the new transportation benefit, please visit our MedMutual Transportation Website at MedMutual.com/transportation.



MEDICAL MUTUAL®

2060 East Ninth Street
Cleveland, OH 44115-1355

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