



2060 East Ninth Street
Cleveland, OH 44115-1355

Provider.MedMutual.com | (800) 362-1279

July 22, 2020

Notice of Transition of Medical Mutual Provider Portal to Availity

Dear Provider,

Medical Mutual is in the process of migrating from our current provider portal to Availity, a multi-payer platform. With this transition, there are some important things you should be aware of:

- Presently, Medical Mutual uses Availity for Eligibility and Benefits, Claim Status and Remit Viewer. On July 30, 2020, we will add these features:
 - Member ID Card Viewer
 - PDF Check Summary on Remit Viewer
 - Fee Schedules
 - A Payer Space for Secure Delivery of Information and Applications
- If you are already registered with Availity, simply add Medical Mutual as a payer in your account. If you have not registered yet with Availity, you can do so and learn more about Availity by going to www.availity.com/medicalmutual.
- The existing Medical Mutual provider portal will be sunset once all features, functionality and resources are live on our Availity portal. The elimination of our existing provider portal is scheduled to take place in Q4 2020, with an exact date to be determined.

New provider registrations on our existing provider portal will not be possible after July 29, 2020. After July 29th, providers will have to register on Availity.

We will continue to communicate with you as our transition to Availity takes place, and we introduce new features and functionality.

If you have questions about our transition to Availity, please contact your provider contracting representative. If you don't know who your representative is, please visit the Contact Us page at MedMutual.com/Provider.

Sincerely,

A handwritten signature in black ink, appearing to read "Donald L. Novosel, Jr." with a stylized flourish at the end.

Donald L. Novosel, Jr.
Vice President, Network Management