August 13, 2020

Update on Medical Mutual's Transition to Availity Provider Portal

Dear Provider,

As you may be aware from previous communications, Medical Mutual is in the process of migrating from our current provider portal to Availity, a multi-payer platform. With this transition, here are some important updates:

- Presently, Medical Mutual uses Availity for Eligibility and Benefits, Claim Status, Remit Viewer, Member ID Card Viewer, Fee Schedules and a Payer Space. On Aug. 20, 2020, we will add these features to our Availity Payer Space:
  - Optum Claims Edit System (CES Tool)
  - Provider Action Request Form (PAR)
  - Application to Enroll in Paperless Communications

  After Aug. 20th, these features will only be available on our Availity portal, and not on our existing provider portal.

- The existing Medical Mutual provider portal will be eliminated on Sept. 15, 2020, at which point all features, functionality and resources will be live on our Availity portal.

- If you have not registered yet with Availity, you can do so and learn more about Availity by going to www.availity.com/medicalmutual.

- As we communicated previously, all new provider portal registrations must now take place on our Availity portal.

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,

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