



2060 East Ninth Street
Cleveland, OH 44115-1355

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

Sept. 2, 2020

Notice of Medical Mutual Provider Audit Survey on Appointment Accessibility

Dear Provider,

In an effort to ensure our members receive timely access to care, Medical Mutual is conducting our annual survey with select providers to ensure that our network meets the appropriate accessibility standards in providing appointments.

This year, a 5-minute telephonic survey will provide data to measure access to primary care, behavioral healthcare, high volume/high impact specialty care services and after hours care. The results are used to help our organization identify any barriers that may affect a member's access to care, and uphold the NCQA requirement for accreditation.

Our vendor, SPH Analytics, may contact your office on behalf of Medical Mutual to conduct this survey. SPH will begin contacting office schedulers by phone on Wednesday, Sept. 2, 2020. An efficient process was developed to complete calls while limiting disruption to your normal office workflow.

For reference, our Accessibility Standards are available at www.MedMutual.com/For-Providers/Policies-and-Standards/Accessibility-Standards, as well as in our Provider Manual.

We appreciate your cooperation with this survey, and look forward to our continued collaboration in providing exceptional care for our members.

If you have any questions about this survey, please contact our Clinical Quality Improvement department at 1-880-586-4523 or clinicalquality@medmutual.com.

Sincerely,

A handwritten signature in black ink that reads "Teresa Koenig, M.D., MBA".

Teresa Koenig, M.D., MBA
Executive Vice President, Chief Medical Officer