

In the News

System Outage Affected Claim Submissions Received on May 3, 2021

Medical Mutual experienced a system outage on May 3, 2021. Any claims that were received and accepted during this outage may have received a rejection (277CA) with an invalid claim status code "--1". Due to this outage, we are unable to pull the impacted claims, and the claims will need to be resubmitted. We apologize for the inconvenience.

If you have any questions, please contact Medical Mutual's Customer Care Department at 1-800-362-1279.