

# In the News

## Patient Validation for Claim Processing

To prevent a claim processing delay, it is important to use the subscriber's name and the patient's name, if different than the subscriber, as indicated on their Medical Mutual member identification card. Using a nickname may cause the claim to be returned to you for correction and resubmission.

In addition, accurate reporting of the subscriber's/patient's date of birth and the patient's relationship code to the subscriber, when applicable, will enable matching the patient to our member:

- 01 – Spouse
- 19 – Child
- 20 – Employee
- 21 – Unknown
- 39 – Organ Donor
- 40 – Cadaver Donor
- 53 – Life Partner
- G8 – Other Relationship

If you have any questions, please contact Medical Mutual's Customer Care Department at 1-800-362-1279 or [EDISupport@MedMutual.com](mailto:EDISupport@MedMutual.com).