

Expanded Eligibility/Benefit Response for Coordination of Benefits Questionnaire

Medical Mutual is expanding its eligibility/benefit response (271) to ensure complete communication for when a member has not yet responded to a Coordination of Benefits (COB) questionnaire. This will give you an opportunity to ask your patients to complete it so there is not a delay in claim payment.

What you will receive is an eligibility (EB) coverage segment and a corresponding message text (MSG) segment starting in the third quarter of 2022; specifically:

- EB01 – 5- Active – Pending Investigation; and
- MSG01: Pending receipt of the coordination of benefits questionnaire from the patient.

*This notification is informational only. There is **no action required** on your part. This status shows that the member is still **ACTIVE**.*

For members that have responded to the COB questionnaire there will be no changes to the response. The status returned will continue to be Active.

- EB01 – 1- Active

Frequently Asked Questions

Q: What is the Coordination of Benefits questionnaire and is this a new process?

A: This is a questionnaire we send to most medical members once every two years to help us obtain information on other health insurance members may have. We have utilized this questionnaire process for many years and are now making it more transparent for you through the 271.

Q: How does this impact a member's eligibility?

A: Members still maintain active eligibility with Medical Mutual and have valid health insurance coverage with our organization.

Q: How does this impact a member's claim payments?

A: Members receive the questionnaire and have 45 days to respond. During the 45-day period, claims are held (not responded to) awaiting response from the member/patient. During this period, we continue to send additional communications to the member/patient. If no response is received within 45 days, claims are denied.

If you have any questions regarding Medical Mutual's response to an eligibility/benefit request (271), please contact Medical Mutual's Customer Care Department at 1-800-362-1279 or EDISupport@MedMutual.com.