



Mutual News Bulletin

October 2022

Stay Informed with the Provider Manual

The Provider Manual is available at [MedMutual.com/Provider](https://www.MedMutual.com/Provider) > [Provider Manual](#). It is updated quarterly to include the latest policies, procedures and guidelines providers need to work effectively with Medical Mutual.

Sub-sections Revised — Current updates to the Provider Manual include:

- Section 3 – Clinical Quality and Health Services Overview: The following section was revised:
 - Availability Goals and Accessibility Standards

Reimbursement Policies

Effective Dec. 1, 2022, Medical Mutual is implementing a new Reimbursement Policy, Diabetes Testing Supplies (Policy Number RP-202205).

Effective Dec. 1, 2022, Medical Mutual is revising the Observation Status Reimbursement Policy (Policy Number RP-202004).

To view these policies, please visit [MedMutual.com/Provider](https://www.MedMutual.com/Provider) and select Policies and Standards > [Corporate Reimbursement Policies](#).



MEDICARE'S HIGHEST RATING

— 2023 —
5 OUT OF 5

MEDMUTUAL ADVANTAGE
HMO | PPO

Contact Us

The phone number for our Medical Mutual Provider Contracting team is now 1-800-625-2583. This number is being used in all of our provider contracting regions.

If you do not know who your Provider Contracting Representative is, you can find the information on the contact us page of [MedMutual.com/Provider](https://www.MedMutual.com/Provider).



Medical Mutual Working with ProgenyHealth to Enhance Neonatal Care Management Services

Medical Mutual is working with ProgenyHealth, a leader in Neonatal Care Management Services. ProgenyHealth's care management program will enhance services to our members and support our mission to make a lasting difference in our members' lives by improving their health and well-being.

Beginning Nov. 17, 2022, ProgenyHealth's neonatologists, pediatricians and neonatal nurse care managers will work closely with our members, as well as attending physicians and nurses, to promote healthy outcomes for premature and medically complex newborns.

The benefits to you include:

- The support of a team that understands the complexity and stress of managing infants in the NICU, and will work with you to achieve the best possible outcomes.
- A collaborative and proactive approach to care management that supports timely and safe discharge to home.
- A company that believes in sharing best practices and works with NICUs nationwide to improve the health outcomes of our next generation.

With ProgenyHealth, families will have a dedicated case manager who provides support and education to our members in the program. They will also be able to access an extensive online library and an "on-call" staff member available 24/7. In the hospital, ProgenyHealth will serve as our liaison, providing inpatient review services and assisting with the discharge planning process to ensure a smooth transition home.

Your process for notifying Medical Mutual of infants admitted to a NICU or special care nursery will remain the same. Starting Nov. 17th, Medical Mutual will notify ProgenyHealth of admissions, and ProgenyHealth's clinical staff will contact your designated staff to perform utilization management and discharge planning throughout the inpatient stay.

If you wish to learn more about ProgenyHealth's programs and services, call 1-888-832-2006 or visit progenyhealth.com.

Notification of Changes to the Adena HMO, Cincinnati HMO, and Dayton HMO ACA Networks

Starting with the 2023 plan year, Medical Mutual is renaming the Adena HMO, Cincinnati HMO, and Dayton HMO networks that we use for our Affordable Care Act (ACA) plans offered to individuals in certain counties.

These three networks are being combined and renamed to the Southern Ohio HMO network. The Southern Ohio HMO network will be used in the following counties: Darke, Shelby, Miami, Clark, Champaign, Preble, Montgomery, Greene, Butler, Warren, Clinton, Hamilton, Clermont, Brown, Fayette, Highland, Ross, Pike, Vinton and Jackson.

If you are currently an Adena HMO, Cincinnati HMO, and/or Dayton HMO network provider under your existing provider agreement, you will continue to be a network provider in the renamed Southern Ohio HMO network. The terms and conditions of your participation, including terms related to reimbursement, will remain the same under the network's new name.

Please advise your staff of these changes since members in these plans will have identification cards with the new network name.

The Network Products Section of Section 11, Administrative and Plan Guidelines, of the Provider Manual will be updated to reflect these network name changes.

Questions concerning these changes should be directed to your local provider contracting office at 1-800-625-2583.

Important Information to Know when Registering with One Inc.

As mentioned in previous communications, we are working with One Inc to leverage their ClaimsPay® electronic payment enrollment system, which provides faster, easier and more secure payments. If you are registering with One Inc, there is some important information you need to be aware of.

1. When registering with One Inc, this does NOT change your Electronic Remittance Advice (ERA) distribution, nor does this enrollment involve any type of ERA distribution method. One Inc. is separate from ERA enrollment via Availity or other clearinghouses. **Please note: There will be a lag with all electronic payments where the provider is getting paper remittances.**
2. We will NOT have any remittance information sent with the Virtual Card payment, nor will it be posted on One Inc's website. How you are currently receiving your remittances will remain the same.
3. One Inc is responsible for technical portal functionality and issuing the Virtual Card payment on our behalf. Medical Mutual still processes all payments, and we will continue to issue and disburse checks and Electronic Fund Transfers (EFTs) and answer all non-technical questions.

If you are not part of the One Inc Network, it is easy to register. Register your organization in the One Inc Network at providers.oneinc.com. You will need your company's Tax ID Number (TIN) and your One Inc enrollment code. If you need assistance during the registration process, please contact One Inc at 1 (877) 313-4898 or providers@oneinc.com.



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