

In the News

All Provider Action Request Forms Must Be Submitted Through the Availity Portal

In an effort to streamline processing and improve operational efficiency, Medical Mutual has discontinued acceptance of paper Provider Action Request (PAR) forms submitted via the mail **effective December 1, 2025**. All PAR submissions are required to be submitted through the Availity provider portal.

Providers can access and submit the PAR form within the Medical Mutual payer space on Availity, located under the **Resources** tab.

Visit <https://www.medmutual.com/Provider> to log in or register for a free Availity account.

Please note: **Only bulk medical records/CDs will be accepted at the following address:**

Medical Mutual Member Appeals and Grievances Department
100 American Road
Cleveland, OH. 44144-2322

All other documents will be returned to the provider and must be submitted through the Availity portal.