

In the News

Effective Sept. 1, 2025, Medical Mutual is Moving to All Electronic Medical Claims Processing.

Thank you for working with us to provide the best care possible for our members. In an effort to simplify and make claims processing more efficient, beginning Sept. 1, 2025, all **medical claims** submitted to Medical Mutual must be done so through electronic submission. After Sept. 1st we will no longer accept **medical claim** submissions via paper or email.

Please Note: Dental claims are not included with this change; however, electronic submission of dental claims is highly encouraged to expedite processing. Medical Mutual receives and processes electronic dental claims from several clearinghouses: DentalXChange, Tesia and Change Healthcare, under payor ID 29076 (Medical Mutual) and 31117 (Superior Dental).

There are a number of advantages with electronic claims submission.

- Faster, more efficient claims processing by not sending paperwork through the mail.
- Increased accuracy through electronic system editing which allows for immediate correction of claims prior to submission.
- Paper claims submitted with incorrect or missing information are returned, slowing down processing.
- Improved tracking of claims status.
- A reduction in postage costs.

Electronic claims can be submitted through a clearinghouse. If you do not have an established clearinghouse, you can submit claims electronically through our provider portal in Availity without the overhead of purchasing a practice management system. Availity allows you to submit claims through a streamlined web-based interface at no cost.

In July / August 2025, Availity will be announcing live training opportunities to assist providers who are not currently using Availity or submitting claims electronically. You can register for Availity now at <https://www.availity.com/essentials-portal-registration/>.

Availity Login

You can [Log in to the Availity Portal](#) and select Medical Mutual to access:

- Eligibility and Benefits
- Claims Status

- Electronic Remittance Advice (eRA) Statements
- Fee Schedule Lookup
- Provider Record Updates
- Provider Action Request (appeal form)

Professional Claim - Training Demo [link](#)

Electronic Opt-Out Waiver Request Form

An Electronic Opt-Out Waiver Request Form is available on our website at **MedMutual.com > Providers > Forms**. This waiver request form must be submitted for review by any provider who has sufficient reason(s) to be exempt from this process. This form will be reviewed, along with historical claims data. You will be notified by letter of our waiver decision. Providers already submitting electronic claims will NOT receive a waiver. Please complete all sections of the waiver request form.

Forms should be emailed to NewClaims@MedMutual.com or mailed to:

Claims Department
P.O. Box 6018
Cleveland, OH 44101-4563.