

In the News

How Medical Mutual is Leveraging AI to be the Most Innovative Ally for our Provider Partners

At Medical Mutual we are dedicated to being the most innovative ally for you. When you call us for benefits, eligibility or claims information, we want to make sure you get answers as quickly as possible. That's why we've introduced an AI agent as part of our Provider Customer Care line.

What is our AI agent for providers?

Our AI agent answers calls on our Provider Customer Care line. It works as an extension of our Customer Care team and is designed to efficiently handle your routine questions and information requests.

When you call, the AI agent can currently assist you with basic information related to:

- Benefits
- Eligibility
- Claim status

We are continuing to expand the agent's capabilities, including adding support for Prior Authorizations.

What information can the AI agent provide?

The AI agent can resolve many common inquiries you might have, including:

- Benefit details for specific services, including applicable limits
- Accumulations for individuals and families (deductibles, coinsurance, and maximum out-of-pocket)
- Member eligibility and active contract status
- Claim status, including whether a claim was paid or denied
- Claim payment details, including payment method and timing
- Claim denial information and denial dates

If your question requires additional support or involves a more complex issue, the agent will connect you with a Customer Care representative after verifying your NPI number.

Is the information shared with the AI agent secure?

Yes. The AI agent was built specifically for healthcare use, so all information shared is protected by strong security and privacy safeguards.

- All interactions are HIPAA compliant.
- Member and provider data remains within secure Medical Mutual systems.

- Access controls, monitoring, and backups are in place to protect information and ensure reliability.
- All calls are recorded and reviewed to support quality and security standards.

Can you tell you are speaking with an AI agent?

Yes. It clearly identifies itself as an AI agent at the beginning of each call, ensuring transparency.

Tips for Speaking with the AI Agent

- **Come prepared with the right information.**
 - The agent will need to verify your NPI before the call can proceed.
 - Having member and/or claims information ready will help ensure a smooth and efficient conversation.
- **Speak naturally and keep responses focused.**
 - Clear, straightforward responses work best—it may not always catch sarcasm or nuance.
- **There is no rush during the call.**
 - Pause as needed and speak clearly to help ensure an accurate conversation.
- **Pause before responding.**
 - Wait a second before responding to the agent. That helps it hear you clearly.
- **Listen for confirmations.**
 - If something does not sound quite right, ask it to clarify.

As we continue to enhance our AI agent's capabilities, our goal is simple: to make working with Medical Mutual easier, faster, and more efficient for you and your team.