

In the News

Medical Mutual Transitioning from MedCommunity to Cohere Health for Inpatient Requests

Medical Mutual has been working with [Cohere Health](#) to streamline the authorization process. Beginning in early/mid-December 2026, **Medical Mutual contracted providers must submit** authorization requests for inpatient acute, post-acute and behavioral health service requests through Cohere Health's web-based portal. The current process for outpatient submissions with Cohere is not changing.

This transition of inpatient requests is designed to create a more efficient and streamlined prior authorization experience for providers by:

- **Reducing administrative burden** through a specialty-focused authorization platform designed for the services most frequently managed through prior authorization.
- **Enhancing the provider experience** with a more intuitive submission process and real-time access to authorization status updates.
- **Increasing transparency** by providing greater visibility into authorization requirements, clinical criteria, and request status.
- **Helping providers spend more time on patient care** and less time navigating authorization processes.

If you are not already registered to submit in the Cohere Health portal for Medical Mutual or other health plans, you will need to complete the registration process at <https://coherehealth.com/register>.

You will continue to have access to your inpatient requests that were previously submitted through MedCommunity and can check their status using your current process.

As we work toward this inpatient transition to Cohere Health, we will continue to communicate and work closely with you to provide an exact transition date and any support needed to ensure a smooth transition. More information on upcoming webinars and training will be shared by Cohere and/or Medical Mutual in future communications.

If you have any questions, please contact your Medical Mutual Provider Contracting Manager at 1-800-625-2583.