

Please Note: Medical Policy, Reimbursement Policy, and Prior Authorization Updates

- Full medical policy language should be reviewed on our Medical Policies page at [Medmutual.com/Provider](https://medmutual.com/Provider) > Policies and Standards > [Medical Policies](#).
- Administrative (non-material) changes are effective 15 days from the date of this notice, material changes are effective 90 days from the date of this notice, and new prior authorizations are effective 30 days from the date of this notice, unless a different specific date is specified.
- Our full Prior Authorization lists for services and medical drugs, which include CPT/HCPCS codes, are available at [Medmutual.com/Provider](https://medmutual.com/Provider) under Prior Approval Resources.

New Reimbursement Policy

Effective August 1, 2026, Medical Mutual is implementing the following Reimbursement Policy:

Respiratory Therapy Services (Policy Number RP-202606)

This policy provides guidance on facility billing for respiratory therapy services, including applicable limits and claims editing applied to ensure appropriate reimbursement.

Revised Reimbursement Policy

Effective August 1, 2026, Medical Mutual is updating the following Reimbursement Policy:

Incident to Billing (Policy Number RP-202303)

This policy update provides additional guidance on “incident-to” billing, including clarification of provider eligibility criteria.

Medical Policy Updates

Medical Policies – New

- 202605: Intraosseous Ablation of the Basivertebral Nerve

Updated Medical Policies – Minor or Significant Changes

Effective 15 days from the date of this notice

- 201537: Radiofrequency Treatment for Pain
 - Remove Intracept and associated codes from policy (now covered per new CMP 202605); no other changes are recommended.

Provider Manual Updates – Found at [MedMutual.com/Provider](https://medmutual.com/Provider)

Section 3 – Clinical Quality and Health Services Overview

- Prior Authorization Subsection – pg. 41
- Clinical Review Process Subsection – pg. 43

- Medical and Behavioral Health Care Record Documentation Guidelines and Considerations Subsection – pg. 55

Section 11 – Administrative and Plan Guidelines

- Qualified Health Plan (QHP) Provider Provisions Subsection - pg. 83

Medical Mutual is updating the Provider Manual to include patient safety standards applicable to certain Qualified Health Plan (QHP) participating hospitals.

This update outlines requirements for hospitals with more than 50 beds to maintain processes that support patient safety, care coordination, and quality improvement activities in accordance with federal regulations [45 CFR 156.1110 and 42 CFR 3.20].

These standards include participation in patient safety evaluation activities and implementation of discharge planning or other evidence-based quality initiatives. Hospitals may be required to provide documentation demonstrating compliance upon request.

Providers are encouraged to review the updated QHP Provider Provisions section of the Provider Manual for additional details.

New Policy and Procedures for Member ID or Group Number Requests

To protect personal policy information, align with industry-standard privacy requirements (including HIPAA), and prevent account compromise or misuse, Medical Mutual Customer Care will not provide Member ID numbers or Group Numbers verbally or via phone, chat, or email.

- Members must access their digital ID card through their secure member portal. If unable to access digital resources, a replacement ID card can be mailed to the address on file.
- Providers must use the Medical Mutual provider portal in Availity or contact the member directly.
- For urgent pharmacy situations, pharmacists can call the Pharmacy Help Desk at 1-800-922-1557.

If you have any questions, please contact your Medical Mutual provider contracting representative.

Additional Articles/Updates – Available at [Medmutual.com/For-Providers/In-the-News](https://www.medmutual.com/For-Providers/In-the-News)

- [Appropriate Acute Hospital Utilization: Supporting High-Quality, High-Value Care](#)

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