



MEDICAL MUTUAL®

100 American Road

Cleveland, OH 44144-2322

[MedMutual.com/Provider](https://www.MedMutual.com/Provider)

Contact Us

Medical Mutual Provider Contracting team 1-800-625-2583



MEDICAL MUTUAL®

Mutual News Bulletin

September 2025

Medical Mutual, Medical Mutual of Ohio and the Medical Mutual logo are registered trademarks of Medical Mutual of Ohio. Other products names, brands and any other trademarks listed or referred to in this publication are the property of their respective trademark holders. These trademark holders are not affiliated with Medical Mutual of Ohio. Such trademark holders do not sponsor or endorse our materials. This material is considered part of the Provider Manual for Medical Mutual of Ohio® and its subsidiaries. Mutual News and Mutual News Bulletin are published for network providers serving Medical Mutual. To contact us for more information, visit [MedMutual.com/Provider](https://www.MedMutual.com/Provider).



Notice of Material Amendment: Provider Manual Update – High-Cost Outlier Specialty Drugs

Effective December 15, 2025, Medical Mutual is implementing a revision to the following provider manual section:

- Section 2 – Claims Overview
 - Medical Drug Management: High-Cost Outlier Specialty Drugs, Pg. 22

Provider Manual Update – MS-DRG and Geometric Length of Stay (GMLOS)

Effective October 15, 2025, Medical Mutual is implementing a revision to the following provider manual section:

- Section 9 – Institutional Reimbursement Overview
 - Payment Categories and Methodologies: MS-DRG and Geometric Length of Stay (GMLOS), Pg. 69

To view updates to the Provider Manual visit MedMutual.com/Provider > [Provider Manual](#).

New Reimbursement Policies

Effective October 15, 2025, Medical Mutual is implementing the following Reimbursement Policies:

- Multiple Procedure Payment Reduction - Professional (Policy Number RP-202514)
- Reduced and Discontinued Services (Policy Number RP-202515)

Revised Reimbursement Policy

Effective September 29, 2025, Medical Mutual is updating the following Reimbursement Policy:

- Anesthesia (Policy Number RP-202502)

Updated Provider Call Procedures

To better protect member information and improve service efficiency, we are updating our call procedures.

Beginning Sept. 15, 2025, all providers will be required to:

- Enter their National Provider Identifier (NPI) or Tax Identification Number (TIN) to proceed with calls.
- Verify member identity before accessing any member-related information.

These changes are part of our ongoing commitment to data security and faster service. We appreciate your cooperation and support.