

Contact Us

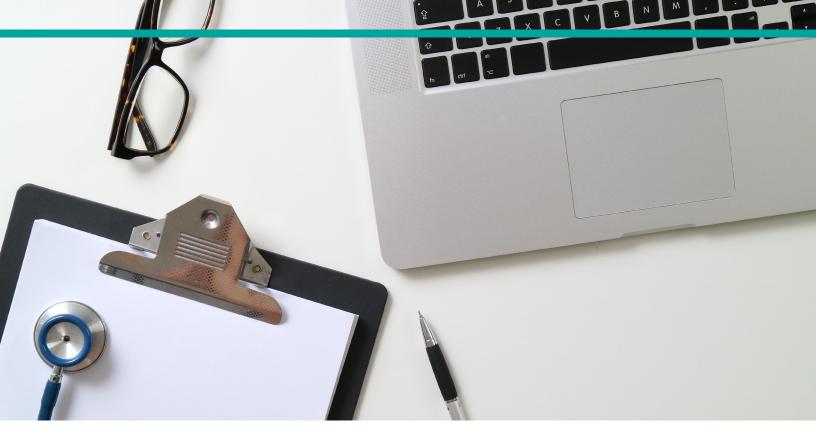
Medical Mutual Provider Contracting team 1-800-625-2583



Mutual News Bulletin

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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.