

# Interactive Provider Resource Guide

Convenient Access to the Resources You Need



**Medical Mutual is committed to improving the lives of our members, your patients. We want to work with you to provide them with the best care possible. That's why we developed this Provider Resource Guide to put important information and resources in one easy-to-reference document.**

### **Provider Website**

The Medical Mutual provider website can be found at [MedMutual.com/Provider](https://www.MedMutual.com/Provider). There you can access policies and standards, find various resources (e.g. HEDIS Documentation, Chronic Condition Management Program, Cultural Competency, Continuity and Coordination of Care), review the latest provider news, and log in to our provider portal in Avality.

[CLICK HERE](#)

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### **Provider Manual**

The Provider Manual is referenced in your participating agreement, and is considered an extension of that agreement. It identifies our administrative and medical policies, procedures, guidelines and other information aimed at enhancing our relationship with you. The manual is updated throughout the year, and we notify you of any changes in our quarterly Mutual News provider newsletter. The Provider Manual can be found on the [MedMutual.com/Provider](https://www.MedMutual.com/Provider) homepage.

[CLICK HERE](#)

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### **Provider Portal in Avality**

Our provider portal in Avality, a multi-payer platform, gives you access to:

- Eligibility and Benefits
- Claims Status
- Electronic Remittance Advice (ERA) Statements
- Fee Schedule Lookup
- Provider Record Updates
- Provider Action Request (appeal form)

[CLICK HERE](#)

You can register for or log in to our Avality portal at [MedMutual.com/Provider](https://www.MedMutual.com/Provider).

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### **Medical Mutual Member ID Cards**

Member ID cards give information to you and your staff to help with claims submissions and prior authorizations. You can view Medical Mutual member ID card sample images on our [MedMutual.com/Provider](https://www.MedMutual.com/Provider) homepage.

[CLICK HERE](#)

## EFT and ERA Enrollment

Find information on registering for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) by going to [MedMutual.com/Provider](https://www.MedMutual.com/Provider) > Resources > EFT and ERA.

[CLICK HERE](#)

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## Prior Approvals

Prior approval information and submitting guidelines for services and procedures can be found in the Prior Approvals section of our [MedMutual.com/Provider](https://www.MedMutual.com/Provider) homepage.

[CLICK HERE](#)

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## Provider News and Newsletters

Find important provider news items, as well as our quarterly Mutual News provider newsletter and Mutual News bulletins on the In The News page of [MedMutual.com/Provider](https://www.MedMutual.com/Provider).

[CLICK HERE](#)

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## Cultural Competency Resources

Medical Mutual contracted providers must deliver covered services to our members in a culturally competent manner, including members with limited English proficiency or reading skills and diverse cultural and ethnic backgrounds. We offer contracted providers cultural competency resources, including through CultureVision®, a mobile-friendly, web-enabled digital learning platform. More information about our cultural competency resources can be found at [MedMutual.com](https://www.MedMutual.com) > Providers > Resources > Cultural Competency Resources.

[CLICK HERE](#)

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## Provider Contracting

To talk with your provider contracting manager, call toll free at 1-800-625-2583. If you aren't sure who your provider contracting manager is, go to the Contact Us page of [MedMutual.com/Provider](https://www.MedMutual.com/Provider).

[CLICK HERE](#)

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## Quality Improvement Program

Our Care Management department has implemented a comprehensive Quality Improvement (QI) program to provide consistent standards, measurements and reporting to support local and regional quality improvement strategies. More information can be found under the About Us menu on [MedMutual.com](https://www.MedMutual.com).

[CLICK HERE](#)

## Credentialing

### Provider Credentialing

Medical Mutual participates in the one-stop credentialing application process using Council for Affordable Quality Healthcare® ProView. ProView enables you to submit your information in a secure, free of charge, centralized database to satisfy most credentialing and recredentialing requirements. Please see [Proview.CAQH.org](https://Proview.CAQH.org) for more information.

[CLICK HERE](#)

### Organization Credentialing

Organizations such as ambulatory surgery centers, home health agencies, skilled nursing facilities, etc., that are applying for network participation must use a facility credentialing form. Ohio organizations are required to use the state-mandated credentialing form developed by the Ohio Department of Insurance. Organizations in other states must use the Medical Mutual Standardized Credentialing Form.

**If you have any credentialing questions, please contact your local provider contracting manager at 1-800-625-2583.**



# MEDICAL MUTUAL®

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