



MEDICAL MUTUAL OF OHIO®

CAROLINA CARE PLAN | CONSUMERS LIFE

# MUTUAL NEWS BULLETIN

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## Notice of Material Amendment to Agreement, Fee Schedule Update



The Medical Mutual of Ohio® updated fee schedule will be available for reference June 1, 2011, via our secure [Provider ePortal](#) located at [Provider.MedMutual.com](#). Any revision will be effective for dates of service beginning September 1, 2011.

The Provider ePortal offers search features based on individual provider NPI and TIN combination to view contract rates by:

- Procedure code most frequently submitted by your practice
- Specialty's commonly submitted procedure codes
- Contracted fees for individual procedure codes

If you have any questions regarding this update, please contact your provider contracting representative or network management office.

## In-Network services



The SuperMed® network has participating national and local reference and specialty labs that allow your patients to have broad access to diagnostic and testing services. In-network laboratories and other healthcare facilities minimize the Covered Person's out-of-pocket expense and facilitate the delivery of cost-effective healthcare.

**Quest Diagnostics Inc.** remains a national laboratory for Medical Mutual of Ohio® Covered Persons in all benefit plans. With over 2000 service centers nationwide, Quest Diagnostics' data and technology solutions fully support our commitment to provide you and your patients access to in-network state of the art diagnostic information and can handle any of your lab testing needs.

We appreciate your continued participation in our network, providing our members access to high quality, cost-effective healthcare services. To locate an in-network lab select [Find a Provider/Practitioner](#) on the sidebar of [Provider.MedMutual.com](#) and search for a *Medical Facility*. For more information on Quest Diagnostics visit [QuestDiagnostics.com](#).



This material is considered part of the *Provider Manual* for Medical Mutual of Ohio®, Consumers Life Insurance Company® and Carolina Care Plan®



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2060 East Ninth Street • Cleveland OH 44115-1355  
X4166 R5/11 • PCAT-1698

## Register for the Provider ePortal

Enroll in the Medical Mutual Family of Companies' Provider ePortal. Our secure provider website offers resources that simplify work and enhance administrative efficiency, including:



- **Electronic Funds Transfer** – Receive claim payments electronically through direct deposit, with online access to a history of deposits and itemized claim statements.
- **Electronic Remittance Advice statements** – Receive immediate e-mail notifications with each electronic deposit. Statements now contain the new Claim Inquiry feature to request any type of provider inquiry or adjustment related to your claim.
- **Real-Time Claims Adjudication** – Claims are adjudicated in real-time with immediate detailed response of the patient's claim status and a preliminary Explanation of Benefits detailing the patient's liability.
- **Treatment Cost Estimator** – Estimate a patient's out-of-pocket liability prior to submitting the claim and notify members in advance to anticipate any cost at the time of their appointment.
- **Fee Schedule Lookup** – Search for your fee schedules based on speciality, individual procedure code, or codes most commonly used by your practice.
- **Update Your Records** – Update provider demographic information including providers associated with your practice and reimbursement and service locations.

Visit the [Provider ePortal](http://Provider.MedMutual.com) at [Provider.MedMutual.com](http://Provider.MedMutual.com) to access our entire suite of tools and services.

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