



Mutual News

Bulletin July 2017

Notice of Material Amendment to Contract

Fee Schedule Update

The Medical Mutual updated network fee schedule will be available for reference August 1, 2017, via our secure Provider Portal located at Provider.MedMutual.com. Revisions will be effective for dates of service beginning November 1, 2017.

The Provider Portal offers search features based on a provider's individual National Provider Identifier and Tax Identification Number to view contract rates by:

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

If you have any questions regarding this update, please contact your Provider Contracting Representative.

Contact Us

Visit Provider.MedMutual.com to log in to the Provider Portal.

If you have questions, please contact your Provider Contracting Representative:

Central/SE Ohio (Columbus Office)

(800) 235-4026

NE Ohio/Pennsylvania (Cleveland Office)

(800) 625-2583

NW Ohio/NE Indiana (Toledo Office)

(888) 258-3482

SW Ohio/SE Indiana/Kentucky (Cincinnati/Dayton Office)

(800) 589-2583

Care Management & Guidelines for Diabetic Patients

Keeping an Eye on Diabetic Patients

To encourage our members who have diabetes to schedule their annual dilated retinal exam (DRE), we are mailing them a tear-off card and asking them to share the exam results with their primary care physician or diabetes care provider. Our members may bring you a completed card from their eye exam, indicating what their eye care provider found, such as proliferative or non-proliferative retinopathy.

An annual dilated retinal exam is important for your diabetic patients.

Please document the information from the card in your patient's medical record, including the date and results of the DRE, and the eye care provider's name and specialty (optometrist or ophthalmologist). Including this information in the patient's record will help provide better coordinated diabetes care.

An annual DRE is important for your diabetic patients, who are at higher risk for eye diseases like diabetic retinopathy, glaucoma and cataracts. Symptoms may not be present in the early stages of these diseases, so early detection could be the key to saving a patient's vision. A sample of the card is available under the Diabetes tab at Provider.MedMutual.com, Tools & Resources, Forms, [Clinical Supply Form](#).

Living with Type 2 Diabetes Program

The American Diabetes Association (ADA) offers a free 12-month program called Living with Type 2 Diabetes. When treating our diabetic members, please encourage them to enroll in this program by calling 1-800-DIABETES. By enrolling, members will receive:

- Six informational packets to help them learn to live well with diabetes
- A monthly e-newsletter with tips, stories and more resources
- Six free issues of ADA's award-winning Diabetes Forecast® magazine
- Access to ADA's online community and local events



Hypertension Initiative for Provider Offices Reminder

As a reminder, Medical Mutual offers a hypertension program designed to help improve blood pressure control. Program benefits include on-site provider office visits by a Medical Mutual registered nurse, detailed reporting, office staff support and blood pressure monitor vouchers for patients, as needed. If your office needs assistance in improving blood pressure control, please email ClinicalQuality@MedMutual.com or call (800) 586-4523.



Comprehensive Care for Diabetic Patients

At Medical Mutual, we want to work with providers to ensure our diabetic members receive comprehensive diabetic care. Please review your Type 1 and Type 2 diabetic patients' medical records to schedule the following exams and screenings as appropriate throughout the year.

- HbA1c testing
- Dilated retinal eye exam
- Diabetic nephropathy screening

2017 Update – Standards of Medical Care in Diabetes

Medical Mutual follows the American Diabetes Association (ADA) Standards of Medical Care in Diabetes. These standards are updated annually and based on the research of highly trained clinicians and researchers. Key highlights from the 2017 update are below:

- Delivering a baby weighing nine pounds or more is no longer an independent risk factor for development of pre-diabetes and type 2 diabetes (Section 2: Classification & Diagnosis of Diabetes).
- Periodic measurement of B12 and supplements as needed due to long-term metformin use are recommended (Section 5: Prevention or Delay of Type 2 Diabetes).
- Biosimilar insulins are now available in diabetes care (Section 8: Pharmacologic Approaches to Glycemic Treatment).
- Consider Jardiance® (empaglifozin) or Victoza® (liraglutide) in patients with established cardiovascular disease to reduce the risk of mortality (Section 8: Pharmacologic Approaches to Glycemic Treatment).
- Basal insulin or basal plus bolus can be used for non-critically ill patients with diabetes in the hospital, but not sliding scale alone (Section 14: Diabetes Care in the Hospital).

For more information, please reference the complete Standards of Medical Care in Diabetes at Provider.MedMutual.com, Tools & Resources, Care Management, Clinical Quality, Clinical Practice Guidelines, [Diabetes](#). These recommendations are informational only. They are not intended to require a specific course of treatment or take the place of professional medical advice, diagnosis or treatment. Members should make decisions about care with their healthcare providers. Recommended treatment or services may not be covered. Eligibility and coverage depend on the member's specific benefit plan.

Provider News

Hospital Affiliation Communication Update

Medical Mutual is notified by the Council for Affordable Quality Healthcare (CAQH) when providers update their information, including hospital affiliation changes, through the re-attestation process. We notify our members by letter or email of any hospital affiliations that could affect where they are able to receive care, as required by applicable Ohio Administrative Code (OAC 3901-8-16). We recently updated this communication to clarify this change only affects the hospitals where a provider has admitting privileges, and not his or her actual practice location. We made this change to help minimize confusion for members. If you have any questions or concerns about this communication, please contact your Provider Contracting Representative. If you are unsure who your Provider Contracting Representative is, please go to Provider.MedMutual.com, Tools & Resources, [Contact Us](#), and sort by region.

Provider Action Request Form Update

The Provider Action Request (PAR) Form used for provider inquiries and appeals has been updated and will be available on August 1, 2017. The paper and electronic versions of this form are more concise and easy to use. The form instructions have also been updated to help providers complete the form effectively and identify additional information needed to process providers' requests without delay.

For quicker submission and faster processing, please complete and submit the form online at Provider.MedMutual.com, Tools & Resources, [Forms](#). This form can also be accessed via the secure Provider Portal by clicking the "Submit Inquiry" button when viewing the ERA Statement.

Please discontinue using any old forms and begin using this updated version as soon as it is available.



