

Mutual News Bulletin

August 2022

Telemedicine Reimbursement Policy Revision

Effective Sept. 15, 2022, Medical Mutual is revising the Telemedicine Reimbursement Policy (Policy Number RP – 202001).

To view this policy, and all payment policies, please visit [MedMutual.com/Provider](https://www.medmutual.com/Provider) and select Policies and Standards > [Corporate Reimbursement Policies](#).

2022 Provider Survey on Appointment Accessibility

Medical Mutual is conducting our annual provider survey to ensure that our networks meet the appropriate standards in providing timely appointments. If your office is contacted for the survey, we ask that you consider participating. Details of this initiative follow.

- Our vendor, SPH Analytics, will be making calls to a random sample of provider offices starting in the third quarter of 2022. These calls are meant to evaluate access and availability of appointments across our provider networks.
- A sample of provider offices may receive a brief 5-minute telephonic survey. These include:
 - Primary Care Providers
 - High Volume OB/GYN, Cardiology, and Orthopedics
 - High Impact Oncology and Neurology
 - Behavioral Health
- In addition to assessing primary business hours, SPH Analytics will also assess after-hours care for primary care practices only.

The survey results will be used to help our organization identify any barriers that may affect a member's access to care and to uphold the NCQA requirement for accreditation.

For our most recent accessibility guidelines, go to [MedMutual.com/Provider](https://www.medmutual.com/Provider) > Policies and Standards > [Accessibility Standards](#), or they can be found in our Provider Manual.

If you have any questions about this survey, please contact our Clinical Quality Improvement department at 1-880-586-4523 or clinicalquality@medmutual.com.

Contact Us

The phone number for our Medical Mutual Provider Contracting team is now 1-800-625-2583. This number is being used in all of our provider contracting regions.

If you do not know who your Provider Contracting Representative is, you can find the information on the contact us page of [MedMutual.com/Provider](https://www.medmutual.com/Provider).



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