



MEDICAL MUTUAL®

In the News

Real-Time Claims Adjudication System No Longer Available

Effective May 1, 2016, Medical Mutual's real-time claims adjudication (RTCA) system is no longer available.

RTCA allowed claims to be submitted for immediate adjudication before a Medical Mutual member left a provider's office. It provided a preliminary explanation of benefits detailing a patient's liability. Providers who used the RTCA system were notified of the shutdown in February.

In place of RTCA, providers should (1) work with their clearinghouse to submit electronic claims or (2) submit paper claims. Member eligibility and benefits information continues to be available through the Provider ePortal and by calling the Provider Inquiry Unit at (800) 362-1279.

Medical Mutual is currently exploring additional options for the submission of claims.