

October 18, 2017

I am writing today with the important announcement that effective at the end of the business day on Tuesday, November 7, 2017, Medical Mutual will **permanently deactivate** our existing online portal, MMIC Central.

The decision to do so springs from the fact that our development partner for the online application, informed us that they can no longer support the underlying system with appropriate fixes or updates. We have therefore chosen to use this news as an opportunity to replace what is by today's fast-changing technology standards an aging tool with something that offers even more robust security and is simpler to use.

Document Center

The most critical and most often used function of the portal by far has been secure file transfer among the company, member-policyholders and business partners through the Document Center. Because of the existing protocol that messages sent through this function remain active in a virtual inbox for two weeks, the last day to use this function for sending a document will be Wednesday, October 31, 2017. The inbox and sent message history feature will remain accessible until November 7, 2017

That said, we have already established an alternative method for secure document transfers. Our Message Center is open now and is hosted by a simple, HIPAA-compliant platform we know many of you already use and are familiar with – [ZixMail](#). Notably, as part of this change, we are increasing the limit on message size to 20 MB. Please feel free to establish your Message Center account right away. And if you have any questions, don't hesitate to contact our technical point person for this change, [Mark McGhie](#).

Simplification a primary goal of the portal replacement

Aside from our priority of establishing a simple, seamless transition for secure file transfer, our replacement of the portal will include changes in functionality. Rarely used functionality will disappear, while popular aspects like policy documents and financial statements, as well as new capabilities, will be built into the replacement for the portal – all with the emphasis on simplification.

While we plan, develop and deploy the eventual replacement technology, we stand ready to provide any information related to your Medical Mutual insurance that you may need. For:

- Policy Paperwork » Contact your Agent or Medical Mutual Underwriter
- Premium Payments » Contact your Medical Mutual Account Representative

While we acknowledge this change is rather abrupt, we look forward to delivering a new, modern system that enhances and simplifies your work experience with Medical Mutual. Rest assured we will keep you apprised of developments toward those ends.

In the meantime, should you have any questions or concerns, please do not hesitate to contact me directly via email or by calling (800) 942-2791.

Respectfully,

John P. Doyle

John P. Doyle

Vice President - Marketing & Administration