

April 2009

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SelectCareSM Update



Medica Service Center

Medica Service Center is the place to get all claims, re-pricing and other general payer questions answered.

Call on us. We're here to help.

(800) 858-9060 - prompt 3 or

(952) 992-2500 - prompt 3

Service Center hours

Monday - Friday:

8:00 a.m. - 9:00 p.m.

(Closed Wednesday

8:00 a.m. - 9:00 a.m.)

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Provider directories go green

The next time you're ready to order SelectCareSM provider directories, please consider going green. Medica offers these environmentally friendly alternatives to traditional paper directories:

- Downloadable PDF that can be distributed via email or posted to your intranet
- CD-ROM version to use as you choose

Paper directories are still available, but the electronic versions provide the same information with less impact on the environment. To get provider directories in PDF or CD-ROM formats, please contact your Medica representative. For the most up-to-date provider information, encourage your enrollees to use the Find A Doctor tool at [SelectCareonline.com](#).

[Visit Find a Doctor at SelectCareonline.com.](#)

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SelectCareonline.com links enrollees to provider search tool

SelectCareonline.com features a direct link to the Find A Doctor tool that makes it more convenient for enrollees to locate a network provider. A handy Quick Start Guide, easy search options and quick links help speed their search for the doctor or facility that best fits their needs. You can also add the Find a Doctor link to any intranet or Web site (see link above).

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Tips for accurate claim submission

SelectCare occasionally receives claims directly from payers. All SelectCare claims must be submitted to Medica's claims and re-pricing vendor directly from the providers.

Payer tips:

- Send rejected claims back to the providers whenever possible.
- Be aware that the re-pricing vendor **does not** process or handle non-standard claim forms (HCFA/CMS 1500/UB92/BU04).
- Non-standard claim forms are statements, invoices, pharmacy receipts, and medical records that are not submitted with the standard claim forms.

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Non-claims materials go to PPO payers directly

Start 2009 off right with a quick reminder to your enrollees to send all non-claims information related to SelectCare to the appropriate payer. This includes statements, invoices, pharmacy receipts, and medical records to the appropriate payer. Enrollees can find the payer's address on the back of their PPO identification card. This simple step can ensure accurate delivery and help speed up the review process.

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Provider network news

SelectCare enrollees have access to the largest PPO network in Minnesota, and broad coverage throughout the Midwest. The SelectCare network includes:

Type of Network	Available Networks
Primary Care Physicians	19,285
Specialists	37,351
Hospitals	282

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SelectCare Resources	
<p>Jim Ward-Senior Sales Executive Office (952) 992-2662 Cell (612) 889-1200 james.ward@medica.com</p> <ul style="list-style-type: none"> • New group business sales • Product portfolio questions • Sales presentations • Network discount reporting • Geo/disruption reports • Rate and product negotiations 	<p>Debbie Palmi-Payer Analyst Office (218) 733-1145 Fax (218) 733-1140 debbie.palmi@medica.com</p> <ul style="list-style-type: none"> • Group term/add • Savings report • Directory request • Product education • Payer management • Service issues • Provider network questions

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