

# SelectCare<sup>SM</sup> Update

from MEDICA.



## Medica Service Center

Call for information on claims, re-pricing and other general payer questions.

**(800) 858-9060** - prompt 4 *or*

**(952) 992-2500** - prompt 4

[Contact Us](#)

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## Welcome to SelectCare<sup>SM</sup> Update

We are excited to present *SelectCare Update*, a new electronic newsletter that replaces *Indicators*, the print publication you received in the past. By moving to an electronic newsletter, we're able to reduce costs, communicate with you more quickly, and link you directly to many documents, programs and other resources you may find helpful.

With the new format, we would like to find out more about the information you need. You can help by completing a brief survey. [SelectCare Update Survey](#)

Your ongoing feedback is always welcome.

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## What's new on Medica.com

If you've visited Medica's Web site recently, you may have noticed some changes. One of the biggest was the addition of a PPO Resources - an area of the Web site dedicated to SelectCare.

### **PPO Resources highlights include:**

- PPO network, including standard and optional services.
- [Find a Doctor](#) resources to search for participating physicians, chiropractic and mental health providers.
- *SelectCare Update* for all your payer news.

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### **Medica Service Center, your #1 resource**

The Medica Service Center is a great resource to:

- Request a re-pricing face sheet or a copy of the original claim
- Get answers to provider network questions
- Get information on claims and discount amounts
- Initiate urgent and non-urgent claim processing

#### **Call the Service Center**

800-858-9060 or 952-992-2500, prompt 4

#### **Service Center Hours of Operation**

Monday-Thursday: 8:00 a.m.-5:00 p.m. CDT

Friday: 9:00 a.m.-5:00 p.m. CDT

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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 for accurate claim submission**

- Payer should reject claims back to the providers whenever possible.
- 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

also submitted with the standard claim forms.

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**Don't forget our address for access fees**

Payment for monthly access fees can be mailed to:

**SelectCare**

Attn: Accounts Receivable  
 Route CP475  
 PO Box 9310  
 Minneapolis, MN 55440-9310

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**SelectCare provider network sports good numbers**

Did you know the SelectCare provider network is one of the largest in the upper Midwest? Our numbers are impressive:

<b>Primary Care Physicians (inc. OB/GYN)</b>	20,893
<b>Specialists</b>	34,847
<b>Hospitals</b>	237

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**Chiropractic claims with HSM**

You may have noticed claims for services with HSM's name, billing address and federal tax ID in box 33 of the HCFA 1500 forms. HSM chiropractic providers are in-network and HSM manages the re-pricing for participating providers in this network.

**The following rules apply for chiropractic claims:**

- HSM receives payment, and then pays the appropriate provider.
- The individual chiropractor providing the services will be listed on the claim in box 31 and is a participating provider with the HSM network.
- HSM re-pricing will appear in column J on the CMS 1500 form
- Non-par provider claims will be submitted directly to you from the provider or our non-HSM claims re-pricing

vendor depending on the payer ID card instructions for out of network claim submission.

- Please note that these claims will not have HSM's name or address on them, nor will it include any re-pricing information

Please review your claims from HSM carefully to make certain they have been paid correctly. If you have additional questions, please contact Lori Hinz, senior payer analyst, at (952) 992-3766.

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## Provider Updates

- **Effective February 1, 2008**, Methodist Hospital legally changed its name to Park Nicollet Methodist Hospital. When billing claims, they will be abbreviating it to PN Methodist. When members call for participating status on this hospital, they should reference the new name of Park Nicollet Methodist Hospital. Our service representatives and Find a Doc need exact names to complete a search.
- **Effective January 1, 2008**, MeritCare acquired the Dakota Clinic Regional Health and Surgery Center in Thief River Falls. The clinic's new legal name is MeritCare Thief River Falls SE Surgery Center.
- **Effective January 1, 2008**, St. James Health Services has merged with St. James Medical Center - Mayo Health System as a Mayo Health System affiliate. The St. James Medical Center - Mayo Health System name, and applicable tax ID will be used for billing clinic services.
- **Effective January 1, 2008**, Columbia Park Medical Group was acquired by Fairview Health Services. Columbia Park Medical Group will still continue billing under their own name on claim forms, but will be using Fairview's tax ID.

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## SelectCare Resources

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<ul style="list-style-type: none"><li>• New group business sales</li><li>• Product portfolio questions</li><li>• Sales presentations</li><li>• Network discount reporting</li><li>• Geo/disruption reports</li><li>• Rate and product negotiations</li></ul>	<ul style="list-style-type: none"><li>• Group term/add</li><li>• Savings report</li><li>• Directory request</li><li>• Product education</li><li>• Payer management</li><li>• Service issues</li><li>• Provider network questions</li><li>• LaborCare back up</li></ul>
<b>SelectCare Back Up &amp; Aetna</b>  <b>Lori Hinz</b> <b>Senior Payer Analyst</b> 952-992-3766 Fax 952-992-3766  <a href="mailto:Lori.Hinz@medica.com">Lori.Hinz@medica.com</a>	

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