

November 2008

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SelectCareSM Update



Press 3 now for prompt service

Medica Service Center has changed the prompt for SelectCare calls to 3. To call for information on claims, re-pricing and other general payer questions, now dial:

(800) 858-9060 - prompt 3 *or*

(952) 992-2500 - prompt 3

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Get more from Medica Behavioral Health

Help enrollees get expert care management and accurate coordination of care by encouraging them to call Medica Behavioral Health when they receive a behavioral health hospital referral. Medica Behavioral Health is the number one resource to find in-network participating behavioral health hospital providers.

Enrollees can call to get detailed information and expert help to:

- Get the right care management and coordination services
- Ensure accurate screening and assessment with the help of Care Advocates
- Ensure they meet the medical necessity for services and provide a higher level of care if needed

Be sure enrollees have all of the information they need. Call Medica Behavioral Health at **(800) 633-3511** for all questions related to hospital providers in your network. This information is not available on the Web site.

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Find A Doctor tool now easier to compare providers

In response to feedback and to ensure members get the information they need fast, improvements have been made to the Find A Doctor tool. The most notable is SelectCareSM enrollees now have a quick way to go directly to Find A Doctor from the SelectCare Web site.

The upgrade offers:

- More provider search options and updated look with more intuitive, icon-based navigation
- The ability to perform side-by-side comparisons of doctors
- More drill-down information on a clinic and its affiliates
- A new left-hand menu to easily refresh results
- Enhanced Google mapping technology with the ability to view clinic and hospital locations

all on one map

[Check out the new Find A Doctor at SelectCareOnline.com.](#)

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Provider Network is largest PPO network in Minnesota

SelectCare members have access to the largest PPO network in Minnesota, and broad coverage throughout the Midwest.

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

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Provider Update

We want to keep you up-to-date on providers in your network.

The following providers are no longer in the SelectCare network:

- **Surgical Specialists of Minnesota** (Minneapolis and Edina) - a general surgery facility.
- **Minnesota Pain Center** (Eden Prairie) - an anesthesiology provider.

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SelectCare Resources

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- New group business sales
- Product portfolio questions
- Sales presentations
- Network discount reporting
- Geo/disruption reports
- Rate and product negotiations

- Group term/add
- Savings report
- Directory request
- Product education
- Payer management
- Service issues
- Provider network questions

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