

SelectCareSM Update



February 2011 issue:

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Reminder: Providers should submit claims to Medica's repricing vendor

SelectCare occasionally receives claims from payers; however, **providers should submit their LaborCare claims directly to Medica's repricing vendor:**

SelectCare
P.O. Box 830489
Birmingham, AL 35283-0489
Electronic ID# 00014

If a payer receives a claim from a provider, they should send it back to the provider and ask them to submit the claim to the above address.

Please note that claims must be submitted on a standard claim form (e.g., CMS-1500/UB-04). Medica's repricing vendor does not handle or process non-standard claim forms, which include statements, invoices, pharmacy receipts, EDI transaction forms, medical records not submitted with a standard claim form, etc.

Following the above guidelines will help familiarize providers with the correct process for submitting claims, as well as improve overall turnaround times. Thank you for helping to streamline the process.

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Tips for sending urgent fax requests

When faxing a request that requires immediate attention from the Service Center, please follow these guidelines:

- Write or type "Urgent" on the fax cover sheet. Any claims faxed to the Service Center not marked urgent will be sent to Medica's repricing vendor for normal processing.
- Include the fax number where the repricing sheet should be sent, as well as a phone number in case the Service Center has questions about your request.

The fax number for the Service Center is 952-992-8667.

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Provider network by the numbers

SelectCare enrollees have access to the largest PPO network in Minnesota, with broad coverage throughout the upper Midwest. The SelectCare network includes the following number of providers, by type.

Type of provider	Number in
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	network
Primary care physicians (including OB/GYN)	25,879
Specialists	37,499
Hospitals	274
Behavioral health care providers	3,788
Chiropractors	1,529

SelectCare enrollees can search for network providers by going to www.selectcareonline.com.

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HSM chiropractic providers and claim processing

SelectCare's network includes HSM, Inc. chiropractic providers. HSM also manages repricing for claims from these providers. The following describes how claims are handled from HSM chiropractic providers.

- HSM receives payment, then pays the appropriate provider.
- The individual chiropractor providing the service will be listed on the claim in box 33 of the CMS-1500 form.
- HSM repricing will appear in column 24J on the CMS-1500 form.
- Please review claims from HSM carefully to ensure they have been paid correctly. If you have questions or notice a discrepancy on your claim, please call HSM at 651-501-3695.

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Address for mailing access fees

As a reminder, monthly access fees should be mailed to the following:

SelectCare
 Attn: Accounts Receivable
 Route CP475
 P.O. Box 9310
 Minneapolis, MN 55440-9310

Federal ID: 41-1479417

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Resources available when you need help

When you have questions or need help with a SelectCare issue, there are two great resources available: the Service Center and the SelectCare team at Medica.

Contact the Service Center when you need to:

- Request a repricing sheet or a copy of an original claim
- Ask a question about the provider network
- Get information on claims and discount amounts
- Initiate urgent or non-urgent claim processing

Contact the Service Center:	
<i>Phone</i>	<i>Fax</i>
952-992-2500, prompt 3 or 800-858-9060, prompt 3	952-992-8667
Mon – Thurs: 8 a.m. to 5 p.m. Central Fri: 9 a.m. to 5 p.m. Central	

Contact the SelectCare team at Medica when you have questions about:

- General account management
- Group terms/adds
- Product information

- Health management offerings (e.g., Fit ChoicesSM by Medica)
- Savings reports
- Service issues requiring escalation

Contact the SelectCare team at Medica:

SelectCare_LaborCare@medica.com

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