

SelectCareSM Update



March 2013 issue:

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Reminder: ID cards for new SelectCare groups

When payers are adding new groups to access the SelectCare network, the payer contact should proactively work closely with their SelectCare representative to ensure that their group number will work within SelectCare's systems. Once group numbers are finalized, make sure ID card drafts are submitted to your SelectCare representative for review prior to finalization and distribution.

In addition, Explanation of Benefits (EOB) and Provider Remittance Advice (PRA) documents should indicate clearly that the network and discount information is from SelectCare.

Please contact your SelectCare representative for any additional information.

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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 SelectCare 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.

(Providers should be familiar with the Minnesota AUC requirements of needing to submit their claims electronically.)

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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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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Keeping an eye on our provider network numbers

SelectCare delivers a comprehensive network that includes:

- 13,363 primary care physicians
- 18,987 specialists
- 274 hospitals
- 3,788 behavioral health providers
- 1,529 chiropractors

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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 representative 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: 8:30 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
- Savings reports
- Service issues requiring escalation

Contact the SelectCare representative team at Medica:
SelectCare_LaborCare@medica.com

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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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