



**LaborCare<sup>®</sup>**

***INDICATORS***

**Fall/Winter**

**Mayo Clinic and Medica expand relationship for the LaborCare network**

Medica and Mayo Clinic Rochester are expanding their relationship effective September 1, 2007. This arrangement provides open access for LaborCare enrollees to the following Rochester, Minnesota facilities: Mayo clinics, St. Mary's Hospital and Rochester Methodist Hospital. (This arrangement does not include access to Mayo's Arizona or Florida facilities.)

Mayo Clinic has recently been very public about its desire to address the cost of health care and emphasizes that when looking at outcomes, rather than procedure fees alone, the cost of care it provides is competitive. Both organizations are committed to taking innovative measures to contain costs while maintaining the highest quality care possible.

These Mayo Rochester facilities will not be added to the online tool Find a Doctor at this time. To locate a Mayo Clinic physician, members should call Customer Service at 800-858-9060 or 952-992-2500.

**Non-Claims Materials Need to go to PPO Payers Directly**

Please remind your employer groups that any non-claims information related to LaborCare ----such as statements, invoices, pharmacy receipts, medical records etc.--- should be directed to the appropriate payer. The payer's address is listed on the back on the PPO enrollee's identification card. This will lessen the chance that such material is misdirected or that a review is delayed.

## **New Addition to the LaborCare department**

Effective July 3, 2007, LaborCare would like to take the opportunity to introduce Jamie Siewert as the new Payer Analyst for the Payer Services team. Jamie previously was in our Provider Services area and has over 4 years experience working with LaborCare product.

Your primary point of contact for all claims/repricing issues and provider verification should still be our Service Center at 1-800-858-9060. The Service Center staffs senior-level Customer Service Representatives available 8:30-5:00pm Monday through Thursday and 9:00-5:00pm Friday (CST).

For any escalated or trend issues, add/term group requests, and provider network or payer management questions continue to work directly with Lori Hinz. However, below is Jamie Siewert's contact information as she will be serving as Lori's back up when needed:

Jamie Siewert  
Payer Analyst  
952-992-2131 (phone)  
952-992-2131 (fax)  
Jamie.siewert@medica.com

## **Access fees**

Just as a reminder your payment for Access fees should be mailed to the following address:

LaborCare  
Fed Id: 41-1479417  
Attn: Accounts Receivable  
Route CP475  
PO Box 9310  
Minneapolis, MN 55440-9310

## **Provider Network Totals Updated**

As of March 2007, the LaborCare provider network consisted of the following numbers of providers:

Primary Care Physicians (inc. OB/GYN)	17,467
Specialists	23,098
Hospitals	245

## **Chiropractic Claims**

This is a reminder that our chiropractic network manager, Health Services Management, Inc. (HSM), is responsible for the repricing all chiropractic claims from their network of providers. (LaborCare's repricing vendor only processes chiropractic claims as out of network.) If you receive a claim from HSM, it has been repriced. HSM does not use repricing facesheets; the repricing information appears directly on the claim itself. The repriced amounts will appear in column K on the CMS 1500 claim form.

## **LaborCare Resources**

Senior Sales Executive Jim Ward Phone 952-992-2662 Cell 612-889-1200 James.Ward@medica.com New business email box: SelectCare_LaborCare@medica.com	Senior Payer Analyst Lori Hinz Phone/Fax 952-992-3766 Lori.Hinz@medica.com
<ul style="list-style-type: none"><li>• Sale of new group business</li><li>• Questions on product portfolio</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>• Escalated service issues</li><li>• Provider network questions</li></ul>

***We are here to serve you, our customer!!***

Service Center

1-800-858-9060, prompt 4

952-992-2500, prompt 4

- Immediate telephone service staffed by experienced service representatives
- Questions regarding claims, general payer questions and repricing.