

April 2009

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LaborCare[®] Update

from MEDICA.

Medica Service Center

Medica Service Center is the place to get all claims, re-pricing and other general payer questions answered.

Call on us. We're here to help.

(800) 858-9060 - prompt 3 or

(952) 992-2500 - prompt 3

Service Center hours

Monday - Friday:

8:00 a.m. - 9:00 p.m.

(Closed Wednesday)

8:00 a.m. - 9:00 a.m.)

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Provider directories go green

The next time you're ready to order LaborCare[®] provider directories, please consider going green. Medica offers these environmentally friendly alternatives to traditional paper provider directories:

- Downloadable PDF that can be distributed via email or posted to your intranet
- CD-ROM version to use as you choose

Paper directories are still available, but the electronic versions provide the same information with less impact on the environment. To get provider directories in PDF or CD-ROM formats, please contact your Medica representative. For the most up-to-date provider information, encourage your enrollees to use the Find A Doctor tool at LaborCareOnline.com. [Visit Find a Doctor](#).

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LaborCareonline.com links enrollees to provider search tool

LaborCare online features a direct link to the Find a Doctor tool that makes it more convenient for enrollees to locate a network provider. A handy Quick Start Guide, easy search options and quick links help speed their search for the doctor or facility that best fits their needs.

You can also add the Find a Doctor link to any intranet or Web site (see link below). Encourage your enrollees to take advantage of this [handy resource](#) today!

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Access member newsletters online

Newsletters are a great way to increase awareness about health and wellness topics. That's why we offer *LaborCare Health News*, easy-to-read quarterly newsletters that help keep enrollees abreast of health and medical information, provide practical information about everyday illnesses

and offer tips on getting the most from their coverage.

You can distribute *LaborCare Health News* to your enrollees or publish articles from it in your own company newsletter — choose whatever works best for you. Your enrollees can also download copies of the newsletter at LaborCareonline.com.

[Download the current issue of *LaborCare Health News*.](#)

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Total Health Management Value Report: Coronary Artery Disease

Coronary artery disease is the leading cause of death in the U.S. for both men and women. It's also the second most expensive health condition employers face based on health costs, disability costs, and absenteeism. The value report below highlights how Medica's comprehensive disease management program helps prevent the serious complications and related health problems that can occur with coronary artery disease.

[Download Coronary Artery Disease Management Value Report.](#)

[Download other Value Reports from the Total Health Management Web site.](#)

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Tips for accurate claim submission

LaborCare occasionally receives claims directly from payers. All LaborCare claims must be submitted to Medica's claims and re-pricing vendor directly from the providers.

Payer tips:

- Send rejected claims back to the providers whenever possible.
- Be aware that the 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 submitted with the standard claim forms.

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Non-claims materials go to PPO payers directly

Start 2009 off right with a quick reminder to your enrollees to send all non-claims information related to LaborCare to the appropriate payer. This includes statements, invoices, pharmacy receipts, and medical records to the appropriate payer. Enrollees can find the payer's address on the back of their PPO identification card. This simple step can ensure accurate delivery and help speed up the review process.

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Provider network news

LaborCare enrollees have access to the largest PPO network in Minnesota, and broad coverage throughout the Midwest. The LaborCare network includes:

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

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Health club reimbursement program adds new locations

Fit ChoicesSM by Medica, our nationwide health club reimbursement program (available for purchase with LaborCare) has added 14 new locations since November. By enrolling in a participating facility and working out at least eight days per month, eligible LaborCare enrollees receive a \$20 credit toward their monthly dues.

[View participating fitness facilities.](#)

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LaborCare Resources	
Jim Ward-Senior Sales Executive Office (952) 992-2662 Cell (612) 889-1200 james.ward@medica.com	Lori Hoefker (Hinz)-Senior Payer Analyst Office (952)992-3766 Fax (952) 992-3766 lori.hoefker@medica.com (please note address change)
<ul style="list-style-type: none">• Sale of new group business• Questions on product portfolio• Sales presentations• Network discount reporting• Geo/disruption reports• Rate and product negotiations	<ul style="list-style-type: none">• Group term/add• Savings report• Directory request• Product education• Payer management• Escalated service issues• Provider network questions

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