

LaborCare[®] Update

from MEDICA.

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Medica Service Center

Call for information on claims, re-pricing and other general payer questions.

(800) 858-9060 - prompt 4 *or*

(952) 992-2500 - prompt 4

Welcome to LaborCare[®] Update

We are excited to present the *LaborCare Update*, a new electronic newsletter that replaces *Indicators*, the print publication you received in the past. By moving to an electronic newsletter, we're able to reduce costs, communicate with you more quickly, and link you directly to many documents, programs and other resources you may find helpful.

With the new format, we would like to find out more about the information you need. You can help by completing a brief survey. [LaborCare Update Survey](#)

Your ongoing feedback is always welcome.

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Medica Labor Summit - an opportunity to share information!

In April, Medica hosted almost 30 Labor groups at the Labor Summit. Medica's President and CEO David Tilford discussed the important work Medica is doing to activate health plan members, improve health and reduce costs, address health care cost drivers, and make the cost and quality of health care more transparent.

In addition to an update on Medica's efforts to drive down health care costs, guests heard a real life wellness success story from Jim Hynes, Executive Administrator of the Twin City Pipe Trades Service Association. Hynes shared activities, campaigns and events that have been successful with his group and what it takes to make a difference with a wellness program.

Important messages to take away from the 2008 Labor Summit include:

- Health and wellness campaigns can help drive down health care costs.
- Medica's wellness and disease management programs reach out to members to promote wellness and engage them in programs that help them maximize their health and in turn reduce the cost of care. Contact your sales executive to find out what total health management options are available for your group.
- Shopping for care is a *must-do* for all health care consumers.

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Medica Service Center, your #1 resource

The Medica Service Center is a great resource to:

- Request a re-pricing face sheet or a copy of the original claim
- Get answers to provider network questions
- Get information on claims and discount amounts
- Initiate urgent and non-urgent claim processing

Call the Service Center

800-858-9060 or 952-992-2500, prompt 4

Service Center Hours of Operation

Monday-Thursday: 8:00 a.m.-5:00 p.m. CDT

Friday: 9:00 a.m.-5:00 p.m. CDT

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Chiropractic claims with HSM

You may have noticed claims for services with HSM's name, billing address and Federal tax ID in box 33 of the HCFA 1500 forms. HSM chiropractic providers are in-network and HSM manages the re-pricing for participating providers in this network.

The following rules apply for chiropractic claims:

- HSM receives payment, and then pays the appropriate provider.
- The individual chiropractor providing the services will be listed on the claim in box 31 and is a participating provider with the HSM network.
- Non-par provider claims will be submitted directly to you from the provider, but will not have HSM's name or address on them, nor will they include any re-pricing information.

Please review your claims from HSM carefully to make certain they have been paid correctly. If you have additional questions, please contact Lori Hinz, senior payer analyst, at (952) 992-3766.

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Tips for accurate claims submission

LaborCare occasionally receives claims directly from payers. Here are some tips to make sure providers submit claims appropriately.

- Payer should reject claims back to the providers whenever possible.
- 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 also submitted with the standard claim forms.

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LaborCare provider network sports good numbers

Did you know the LaborCare provider network is one of the largest in the upper Midwest? Our numbers are impressive:

Primary Care Physicians (inc. OB/GYN)	18,554
Specialists	34,115
Hospitals	237

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What's new on Medica.com

If you've visited Medica's Web site recently, you may have noticed some changes. One of the biggest was the addition of a [PPO Resources page](#) - an area of the website dedicated to LaborCare.

PPO Resources highlights include:

- PPO network, including standard and optional services.
- [Find a Doctor](#) resources to search for participating physicians, chiropractic and mental health providers.
- *LaborCare Update* for all your payer news.

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Fit ChoicesSM by Medica adds new locations

Fit Choices by MedicaSM our discount health club membership program is a terrific option for groups that want to reap the benefits of promoting fitness. Fit Choices provides a \$20 credit toward monthly membership dues when members work out at least eight days per month at any participating fitness center. Fit Choices is actively working with fitness centers in the community to provide a large number of diverse facilities from which to choose.

Effective May 1, 2008, Fit Choices added six new locations to our list of participating health clubs. The program is available in

MN, ND and WI to all fully insured customers and is optional for self-insured plans.

[New club locations](#)

[Complete list of locations](#)

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Provider Updates

- Effective February 1, 2008, Methodist Hospital legally changed its name to Park Nicollet Methodist Hospital. When billing claims, they will be abbreviating it to PN Methodist. When members call for participating status on this hospital, they should reference the new name of Park Nicollet Methodist Hospital. Our service representatives and Find a Doc need exact name to complete a search.
- Effective January 1, 2008, MeritCare acquired the Dakota Clinic Regional Health and Surgery Center in Thief River Falls. The clinic's new legal name is MeritCare Thief River Falls SE Surgery Center.
- Effective January 1, 2008, St. James Health Services merged into St. James Medical Center - Mayo Health System as a Mayo Health System affiliate. The St. James Medical Center - Mayo Health System name and applicable tax ID will be used with the CMS1500 claim forms for billing clinic services.
- Effective January 1, 2008, Columbia Park Medical Group was acquired by Fairview Health Services. Columbia Park Medical Group will still continue billing under their own name on claim forms, but will be using Fairview's tax ID.

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Don't forget our address for access fees

Payment for monthly access fees can be mailed to:

LaborCare

Attn: Accounts Receivable

Route CP475

PO Box 9310

Minneapolis, MN 55440-9310

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Medica receives highest NCQA accreditation

Medica has again been awarded the highest possible accreditation status, *Excellent*, by the prestigious National Committee for Quality Assurance (NCQA®) for its Minnesota Medicaid HMO and the commercial fully insured health plans it provides in Minnesota, Wisconsin, North Dakota and South Dakota.

The NCQA Accreditation process evaluates how well a health plan manages quality throughout every part of its delivery system - physicians, hospitals, affiliated providers, and administrative services - to continuously improve health care for its members.

"We consider the *Excellent* status a baseline measure for the quality of our care management and clinical and administrative programs and are delighted to receive this accreditation," said Dr. Charles Fazio, Medica chief medical officer. "This accreditation reaffirms our commitment to the standards we strive for in our business."

In its assessment report, NCQA gave Medica the highest ratings possible in areas that go to the heart of what consumers and employers want most from a health plan:

- Access and service
- Qualified providers
- Improving the health of its members

Medica also received high ratings for programs aimed at helping members stay healthy and those living with chronic illnesses.

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LaborCare 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
- Aetna
- Back up for SelectCare

Back Up Contact for LaborCare

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