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LaborCare[®] Update



February 2011 issue:

[Join us for the 2011 LaborCare Health + Benefits Fair](#)

[Reminder: Providers should submit claims to Medica's repricing vendor](#)

[Tips for sending urgent fax requests](#)

[Provider network by the numbers](#)

[HSM chiropractic providers and claim processing](#)

[Address for mailing access fees](#)

[Resources available when you need help](#)

Join us for the 2011 LaborCare Health + Benefits Fair

LaborCare members are invited to this year's Health + Benefits fair, to be held at the Minneapolis Convention Center, Saturday, April 9, 2011, from 7 a.m. to 2 p.m. The annual event focuses on member health and provides a variety of informational and interactive opportunities.

During the fair, participants can:

- Get tips from medical experts and health coaches
- See celebrity appearances and live entertainment
- Participate in healthy living activities for all ages
- Take a health screening, including blood pressure, cholesterol and health assessments
- Attend education sessions and demonstrations
- Sign up for a chance to win travel and spa packages, golf giveaways, sports memorabilia and more!

In the coming weeks, more information and an online registration form will be available at www.laborcareonline.com. Encourage your LaborCare members to attend this fun, free event!

[Return to top](#)

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

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

LaborCare
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.

[Return to top](#)

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.

[Return to top](#)

Provider network by the numbers

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

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

LaborCare members can search for network providers by going to www.laborcareonline.com.

[Return to top](#)

HSM chiropractic providers and claim processing

LaborCare'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.

[Return to top](#)

Address for mailing access fees

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

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

Federal ID: 41-1479417

[Return to top](#)

Resources Available when you need help

When you have questions or need help with a LaborCare issue, there are two great resources available: the Service Center and the LaborCare 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 LaborCare 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 LaborCare team at Medica: |
|--|
| SelectCare_LaborCare@medica.com |

[Return to top](#)

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