

INDICATORS

Spring/Summer

LaborCare

Target Clinic

Medica is pleased to announce the addition of Target Clinic to its LaborCare network of preferred providers, effective November 1, 2006. Target Clinic is a convenient, low-cost option for the treatment of common ailments such as strep throat, ear infections, sinus infections, and routine screenings and vaccinations. Visits usually take no more than 15 minutes and no appointment is necessary. The offices are open seven days a week, including extended hours on weekdays. Target Clinic has offices located throughout the Twin Cities metro area in Target stores (Eden Prairie, Shoreview, Woodbury, Chaska, Minnetonka, Blaine, North St. Paul, Lakeville, Minneapolis, Champlin, Knollwood and Fridley). Each Target Clinic office is staffed by either a licensed nurse practitioner or a physician assistant, and most locations have a pharmacy located in the same building.

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

Faxing Claims to LaborCare

When faxing a claim needing immediate attention by LaborCare's service center, be sure to indicate on the cover sheet that it is an urgent matter. Also include a fax number to which the repricing sheet can be sent and a phone number in case of questions. The fax number for LaborCare's service center is 952-992-8667. Claims faxed to LaborCare that are not marked as "urgent" will be sent to our repricing vendor, DST, for normal processing. LaborCare is unable to process invoices, statements, receipts and/or EDI transaction forms; we can only accept original CMS 1500 or UB92 claim forms (or the new claim forms). Please keep in mind that the claims you're faxing to LaborCare must be legible; often, claims received at the TPA via fax and subsequently faxed to LaborCare have lost some of their clarity. If all of the information can't be scanned, the claim will need to be returned.

As a reminder, if an in-network provider submits a claim directly to the payer, it should be returned to the provider, instead of being forwarded to LaborCare. This will help educate the provider in the appropriate process of claim submission and improve overall turnaround times.

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.

National Provider Identifier - NPI

Providers have been educated regarding the requirement of needing to use their NPI (National Provider Identifier) for their claim submissions. This is a HIPAA (Health Insurance Portability and Accountability Act of 1996) requirement that has the compliance date of May 23, 2007.

If an NPI is submitted on the claim after the compliance date, LaborCare will be passing that NPI to our payers via the claim. After the compliance date, LaborCare will not be rejecting claims back to the provider due to a missing NPI.

If you need NPI information for any of our par providers, you can contact the providers or our Service Center (800-858-9060 or 952-992-2500) for this information.

New CMS 1500 and New UB-04 Claim Forms

Providers have also been educated regarding the requirement of needing to use the new CMS 1500 and the new UB-04 claim forms for their claim submissions. This is a HIPAA (Health Insurance Portability and Accountability Act of 1996) requirement. The compliance date for the CMS 1500 is 4-1-07 and for the UB-04 is 5-1-07.

After the compliance dates for these new claim forms, LaborCare will not be rejecting claims back to the provider due to the claims not being on the new forms.

Laborcare Resources

Senior Sales Executive Jim Ward Phone 952-992-2662 Cell 612-889-1200 James.Ward@medica.com	Senior Payer Analyst Lori Hinz Phone/Fax 952-992-3766 Lori.Hinz@medica.com
<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

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.