

# **INDICATORS**

**Winter/Spring 2005**

**LaborCare**

## **MinuteClinic™ Added to LaborCare Network**

Medica is pleased to announce the addition of MinuteClinic to its LaborCare network of preferred providers, effective January 1, 2005. Founded in 2000 under the name QuickMedx, MinuteClinic 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. MinuteClinic has offices located throughout the Twin Cities metro area in Target stores (downtown Minneapolis, Woodbury, Shoreview, Blaine, Edina, and Midway/St. Paul) and Cub Foods stores (Apple Valley, Coon Rapids, Maple Grove, and Minnetonka). There are also locations at the Carlson Center in Minnetonka and the University of Minnesota. Each MinuteClinic office is staffed by either a licensed nurse practitioner or a physician assistant, and most locations have a pharmacy located in the same building. For additional information about MinuteClinic, call them at 952-929-1233.

## **Hospitals and Clinic System Added in North Dakota**

Medcenter One, a health care system based in Bismarck, ND, has recently been added to the LaborCare network, effective January 1, 2005. Medcenter One is made up of a hospital (in Bismarck) and several multi-specialty clinics. In addition to its Bismarck clinic, Medcenter One has clinic sites in Dickinson, Jamestown, and Mandan, ND.

Another North Dakota hospital, Mercy Medical Center in Williston, ND, was added to the LaborCare network January 19, 2005.

## **Medica's Annual Report is Now Available**

Medica's annual report provides an update of the company's financial performance, rankings of its service performance, accomplishments of its foundation and other initiatives. For a copy of the report, either visit Medica's website, [www.medica.com](http://www.medica.com) or call the Service Center at 952-992-2500 or 1-800-858-9060.

## **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 952-992-3750. Claims faxed to LaborCare that are not marked as "urgent" will be sent to our repricing vendor, CSC, for normal processing. Please keep in mind that the information faxed 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 February 2005, the LaborCare provider network consisted of the following numbers of providers:

- Primary Care Physicians (inc. OB/GYN)- 17,336
- Specialists- 18,831
- Hospitals- 212