

SelectCareSM Update



December 2011 issue:

[Additions to our provider network](#)

[Reminder: ID cards for new SelectCare groups](#)

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

[A convenient, green alternative to paper provider directories](#)

[SelectCareOnline.com links enrollees to provider search tool](#)

[Get more from Medica Behavioral Health](#)

[Keeping an eye on our provider network numbers](#)

[Resources available when you need help](#)

[Don't forget our address for access fees](#)

New additions to our provider network

SelectCare is pleased to announce the addition of Burnsville Family Physicians to its SelectCare network of preferred providers, effective January 1, 2012.

[Return to top](#)

Reminder: ID cards for new SelectCare groups

When payers are adding new groups to access the SelectCare network, the payer contact should proactively work closely with their SelectCare representative to ensure that their group number will work within SelectCare's systems. Once group numbers are finalized, make sure ID card drafts are submitted to your SelectCare representative for review prior to finalization and distribution.

In addition, Explanation of Benefits (EOB) and Provider Remittance Advice (PRA) documents should indicate clearly that the network and discount information is from SelectCare.

Please contact your SelectCare representative for any additional information.

[Return to top](#)

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

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

SelectCare
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.

(Providers should be familiar with the Minnesota AUC requirements of needing to submit their

claims electronically.)

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](#)

[A convenient, green alternative to paper provider directories](#)

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

- Downloadable PDF that can be distributed via email or posted to your intranet
- CD 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 formats, please contact your SelectCare representative. For the most up-to-date provider information, encourage your enrollees to use the Find a Doctor tool on SelectCareOnline.com.

[Visit Find a Doctor on SelectCareOnline.com.](#)

[Return to top](#)

[SelectCareOnline.com links enrollees to provider search tool](#)

SelectCareOnline.com features a direct link to the Find a Doctor tool that makes it more convenient for enrollees to locate a network provider. Easy search options 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 website (see link above).

[Return to top](#)

[Get more from Medica Behavioral Health](#)

Help enrollees get expert care management and accurate coordination of care by encouraging them to call Medica Behavioral Health when they receive a behavioral health referral. Medica Behavioral Health is the number one resource for finding network behavioral health providers.

Enrollees can call to get detailed information and expert help to:

- Get the right care management and coordination of services
- Ensure accurate screening and assessment with the help of Care Advocates
- Ensure they meet the medical necessity requirement for services and receive a higher level of care if needed

Be sure enrollees have all of the information they need. Call Medica Behavioral Health at (800) 848-8327 for all questions related to behavioral health providers in your network.

[Visit the SelectCare Find a Doctor website for Medica Behavioral Health.](#)

[Return to top](#)

[Keeping an eye on our provider network numbers](#)

SelectCare delivers a comprehensive network that includes:

- 25,879 primary care physicians
- 37,499 specialists
- 274 hospitals
- 3,788 behavioral health providers
- 1,529 chiropractors

[Return to top](#)

Resources available when you need help

When you have questions or need help with a SelectCare issue, there are two great resources available: the Service Center and the SelectCare representative 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 SelectCare team at Medica when you have questions about:

- General account management
- Group terms/adds
- Product information
- Savings reports
- Service issues requiring escalation

Contact the SelectCare representative team at Medica:
SelectCare_LaborCare@medica.com

[Return to top](#)

Don't forget our address for access fees

Payment for monthly access fees can be mailed to:

SelectCare
Attn: Accounts Receivable
Route CP475
PO Box 9310
Minneapolis, MN 55440-9310

[Return to top](#)

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