

Chapter 2

How to Use This Manual

An introduction to using this manual, including important website information and phone numbers.

Chapter 2: How to Use This Manual

As a reference guide and educational tool, this manual ensures that our providers have accurate and timely information about SelectCare/LaborCare and its programs, policies and procedures.

How this manual is organized

The Table of Contents provides an outline of the information included in the manual.

This chapter features an introduction to the information you will need to work with SelectCare/LaborCare. Throughout the manual we provide local numbers for callers in the Twin Cities metropolitan area, and often toll-free numbers including corresponding TTY numbers for callers outside the metropolitan area.

To obtain the TTY number for any phone number in this manual, call the National Relay Center at 1-800-855-2880 and request the number.

The following chapters outline the roles and responsibilities of both SelectCare/LaborCare and its providers as stated in the SelectCare/LaborCare Participation Agreement. This manual contains detailed information on the Provider Services call center, provider contracting, fraud and abuse, complementary networks, claims processing, and other processes.

The manual is organized by chapters that include sections and subsections. A separate Table of Contents is included with each chapter.

- Chapters, the main informational categories, are numbered.
- Sections, specific information categories within chapters, are lettered.
- Subsections, more detailed information categories, are numbered.

Each page within the chapters is coded at the lower left with the publication date and at the lower right which includes the chapter, section, subsection and page number (e.g., Chapter 9 / section A / subsection 1 / page 1 of 2).

All information in this manual applies to both SelectCareSM and LaborCare[®], the preferred provider organization (PPO) options in Medica's product portfolio.

Updates and revisions

This manual will be revised periodically. Its information was current at the time of publication. Check the lower left corner of each page for the date on which the content was last revised. We communicate updates in our provider publication, *Medica Connections*, which is available online. Log on to our website, www.medica.com, then select "Providers" tab, and then "Administrative Resources". Check our website for the most current version of this manual.

To receive a printed manual, please call the Provider Literature Request Line at 952-992-2355 or 1-800-458-5512, provider option 1, option 5, ext. 2-2355.

Need help?

If you have questions about the information in this manual, call SelectCare/LaborCare at 952-992-2500 or 1-800-858-9060.