

Chapter 3

Provider Services and Provider Contracting

*Who and when to call for information and assistance;
online and printed information.*

Section A Health Plans Services

Section B Provider Contracting

Section C Communication Resources

Chapter 3: Provider Services and Provider Contracting

Section A: Health Plans Services

The SelectCare Provider Service Center, dedicated to answering questions from all network providers, offers these services:

- Determining the responsible third-party administrator when a valid group number is provided.
- Repricing status.
- Claim adjustments.
- Payer information.
- Information on SelectCare/LaborCare provider access and claim submission.

Call the SelectCare Provider Service Center at 952-992-2500, option 1, or 1-800-858-9060, option 1. Provider service coordinators are available Monday through Thursday from 8:30 a.m. to 5 p.m. and Friday from 9 a.m. to 5 p.m.

SelectCare CANNOT verify eligibility or benefits. Direct such questions to the payer listed on the enrollee's ID card.

Claims

Please note that SelectCare/LaborCare works with over 35 payers who may apply their own coding logic for claim adjudication. Participating providers must accept payers specific coding logic and cannot balance bill patients. Please direct questions about adjudication or benefit denials to the payer listed on the enrollee's ID card.

When submitting claims to payers that have reciprocity enrollees living outside the SelectCare/LaborCare service area, keep in mind that the enrollee ID cards will not reflect the SelectCare/LaborCare logo. However, the EOB/provider remittance will include a message informing the provider that the SelectCare or LaborCare discount was applied. The provider must accept this discount and not bill the enrollee.

Turnaround time for SelectCare/LaborCare claims is approximately 45 days (includes claims repricing and payer claims processing). After this time frame, please call the payer to check claim status.

Refer to Chapter 8 (Professional Services) and 9 (Facilities) for claim submission requirements. Send medical records, X-rays, explanations of benefits (EOBs) and other documentation to the appropriate payer, **NOT** to the SelectCare Birmingham, Ala., claim address.

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

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Section B: Provider Contracting

For contract issues and questions, providers may contact their contract manager directly (see below for responsibilities) or call SelectCare at 952-992-2500 or 1-800-858-9060.

Administrative Requirements

Providers are required under the terms of their agreement to comply with SelectCare's Credentialing Plan and Administrative Requirements and with the administrative requirements of the payer. SelectCare's Administrative Requirements consist of all administrative requirements and protocols of SelectCare as set forth in SelectCare's Administrative Manual, Medical Policy Manual, administrative guidelines, training manuals or other manuals.

Information on accessing the administrative requirements is below :

- SelectCare Provider Administrative Manual (this manual)
- WPS – www.wpsic.com/providers
- United Healthcare Administrative Guide – <http://www.unitedhealthcareonline.com>
- Aetna—www.aetna.com
- United Healthcare Wisconsin Medicaid Administrative Manual – http://www.americhoice.com/edocs/en/physicians/manuals/provider_manual_uhcwi.pdf

If you have additional questions regarding the administrative requirements of payers listed above, please contact the payer at the phone number listed on the covered person's ID card.

Contract manager

This is your primary contact regarding **contract** issues for Medica and SelectCare/LaborCare.

Contact your contract manager for:

- Contractual questions.
- Contract implementation issues.
- New contracting options.
- Contract terms and interpretations.
- Organizational questions and issues.
- General policy and procedure questions.

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Section C: Communication Resources

Key ways to access important written information

www.medica.com

Medica continues to update and add provider-related information to our website. Log on and select the “Providers” tab. With a few clicks you can access everything from our provider newsletters to our administrative manuals and more.

Note: Not all information on our website is specific to SelectCare/LaborCare.

Provider Literature Request Line

If you don't have access to the Internet, you can request printed copies of the information you need.

- Call 952-992-2355 or 1-800-458-5512, provider option 1, option 5, ext. 2-2355.
- Leave a message listing the information/items you are requesting along with your complete name and address.
- The information/items will be mailed to you at no cost within five to seven working days.

SelectCare and LaborCare Provider Administrative Manual (This manual)

- Helps SelectCare/LaborCare providers understand and implement the administrative policies and procedures required by SelectCare/LaborCare as referenced in the SelectCare/LaborCare Participation Agreement.
- Available at www.medica.com by selecting the “Providers” tab, “Administrative Resources” and “SelectCare/LaborCare Provider Administrative Manual”.
- Printed copies available to participating providers upon request through the Provider Literature Request Line (see above).
- Updates are announced in our provider newsletter, *Medica Connections*.

Provider newsletter: *Connections*

Medica's monthly newsletter describes updates and changes at Medica, including important coding information.

- Available at www.medica.com. Select the “Providers” tab, then “News and Training”, and “Medica Connections”.
- Published monthly.
- Audience: Participating Medica and SelectCare clinics, hospitals and facilities.
- Includes “SelectCare/LaborCare Information” section in each issue. Providers are encouraged to develop a process to share this information with their staff.