

# NETWORK

## NEWS

ASSOCIATION OF  
Managed  
Healthcare  
Organizations

MCC  
MANAGED CARE CONSULTANTS, INC.

A NEWSLETTER FROM NEVADA'S MOST COMPREHENSIVE PPO

FALL 2002

## RealCare Health Plans



**Are you looking for a quality group health insurance that's real easy?**

For 15 years MCC has served the larger corporations of Southern Nevada. We recognized the need for a high quality, small group, health insurance program that is administered locally. That is why we created RealCare Healthplans.

RealCare Healthplans is a fully insured small group product administered by Managed Care Consultants, Inc. and underwritten by Guarantee Trust Life Insurance Company. In layman's terms, RealCare is a health insurance product directed by MCC, Inc.

Although it is a separate business line, RealCare members still utilize the MCC Network, Alternet. This allows our members the benefit of over 3600 providers and all 10 area Southern Nevada hospitals.

### With RealCare Health Plans:

- Local Customer Service, Billing, Sales, and Underwriting
- Flexible Plan Designs
- No Referral is Required to see a Specialist
- No Gatekeeper System

### We also offer a RealSuite of Products:

- RealCare—Group Medical
- RealLife—Group Life
- RealSmile—Group Dental
- RealVision—Group Vision
- RealIncome—Group Long Term Disability/ Short Term Disability

For more information, please visit our website at [www.getrealcare.com](http://www.getrealcare.com) or feel free to call the RealCare sales team at GET.REAL (438.7325) x259.

## Are you HIPAA Compliant?

As of April 2003, there will be more laws and regulations pertaining to HIPAA. This will include filing your claims electronically. Managed Care Consultants, Inc. is one of the first managed care companies in Nevada to process claims electronically. At MCC, we provide our clients services they need, create an integrated delivery system making those services easy to access and use, while continuing to seek out better and more efficient solutions. That's why we developed MCC Direct.



### Processing claims electronically has exceptional benefits for both the provider and your company.

- Data Entry is More Accurate
- Turn Around Time is Greatly Reduced
- Less Opportunity for Claims to be Misdirected or Lost
- HIPAA Compliant

Currently, we are able to accept claims in the HCFA 1500 form and only claims paid by MCC. You can submit your claims directly in the following forms: ECSIF or NSF file formats.

For more information on MCC Direct, Contact Greg McFarland at [claims@mccnevada.com](mailto:claims@mccnevada.com), or call 792.2994.

## Provider Relations: FAQ's

**Q: What requires precertification?**

**A:** The rule of thumb is any procedure greater than \$200.00 for Clark County and \$300.00 for all others would require a precertification. RealCare members require precertification on procedures greater than \$250.

**Q: What is PAL?**

**A:** PAL (Provider Access Line) is a telephone access line for providers (PCPs and Specialists) to notify CIGNA of a referral for CIGNA GPPO members only. The PAL Number is 1.800.841.3366. This has been in effect since January 1, 2002 and allows your office to obtain a referral number immediately. It is available 24 hours a day, 7 days a week.

- It allows primary care providers to enter referrals.
- It allows specialists to inquire about the status of referrals.
- It allows providers to verify member eligibility and co-pay levels.

\*The following categories cannot be accessed through PAL:  
Chiropractic, Physical Therapy, Occupational Therapy, Speech Therapy, Psychology, OBGYN, Pain Management, Podiatry, Ophthalmology and Psychiatry

**Q: Questions regarding benefits:**

**A:** Please direct all calls for benefits to the appropriate TPAs. Utilization Management does not have access to this information. The numbers can be found on the reverse side of the member's health insurance cards.

**Q: What is your turn-around time on precertification?**

**A:** Our turn-around time for precertification is within 48 hours unless the information provided to us by the requesting provider is incomplete. Should you have a life threatening situation, we will take those requests live. Urgent requests can be expedited as well.

**Q: What is a STAT?**

**A:** MCC considers life threatening or urgent requests as STAT. This does not include requests where the office has neglected to obtain precertification in a timely manner, but we will be sensitive to those situations.

**Q: What are the differences between a referral and a precertification?**

**A:** A referral is where a member is directed from the Primary Care Physician to a Specialist. To simplify, PHYSICIAN-TO-PHYSICIAN. A precertification is a request by a PCP or a Specialist to perform a test or procedure on a member. CIGNA GPPO members require REFERRALS that can be obtained through the use of the PAL line.



## Groups Affiliated with Managed Care Consultants, Inc.

EMPLOYER GROUP	BENEFITS/ELIGIBILITY	PRECERTIFICATION	NETWORK UTILIZED	SEND CLAIMS TO
Clark County Employees	Amer. Benefit Plan Admin. (702) 650-6596	MCC (702) 792-2994 opt. 1	Mediversal	<b>American Benefit Plan Administrators</b> P.O.Box 43417, Las Vegas, NV 89116-1417
Encore Productions	MCC (702) 792-2994 • (800) 748-6842	MCC (702) 792-2994 opt. 1	Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 98998, Las Vegas, NV 89193-8998
Group Resources, Inc.	Group Resources, Inc. (770) 623-8383	Group Resources, Inc. (770) 623-8383	Hospital / Physician	<b>MCC Claims Repricing</b> P.O. Box 98998, Las Vegas, NV 89193-8998
Lincoln County School District	<b>Please refer to member's card</b>	<b>Please refer to member's card</b>	Entire MCC Network	<b>American Trust Administrators</b> P.O. Box 87, Shawnee Mission, KS 66201-0087
Miles Kimball PPO / Repricing	(877) 236-0844	(877) 236-0844	Hospital / Physician	<b>Cypress Benefits Administrators</b> P.O. Box 7020, Appleton, WI 54912-7020
RiteAid Pharmacies UFCW No. Calif. Drug Employers Health Welfare Trust	UFCW No. Calif. Drug Employers Health Welfare Trust (925) 746-7575 • (800) 552-2400	MCC (702) 792-2994 opt. 1	Hospital / Physician	<b>UFCW No. Calif. Drug Employers Health Welfare Trust</b> 2200 Professional Drive #190, Roseville, CA 95661-7742
Sheet Metal Workers of So. Cal, Ariz, Nev	Sheet Metal Workers (310) 798-6572 • (800) 947-4338	IntraCorp. (800) 527-9226	Hospital/Physician	<b>Sheet Metal Workers</b> P.O. Box 10067, Manhattan Beach, CA 90266
Simpson Norton Corporation	<b>Please refer to member's card</b>	<b>Please refer to member's card</b>	Entire MCC Network	<b>North American Admin/Perfomax</b> P.O. Box 1065, Amherst, NY 14226 (877)777-6076
Sizzler Corporation AKA :WRC, INC.	EBA & M (714) 668-8920	CCN (800) 572-5508	Hospital / Physician	<b>MCC Claims Repricing</b> P.O. Box 98998, Las Vegas, NV 89193-8998
St. Rose Dominican	MCC (702) 792-2994 • (800) 748-6842	MCC (702) 792-2994 opt. 1	Select Provider Organization/ Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 98998, Las Vegas, NV 89193-8998
Stephens Media Group	SRT Administrators, Inc. (480)505-0400	<b>Please refer to member's card</b>	Hospital / Physician	<b>MCC Claims Repricing</b> P.O. Box 98998, Las Vegas, NV 89193-8998
U.F.C.W. #711 Retail Food/Courtesy Clerks	Jensen Administrators (800) 345-3248	MCC (702) 792-2994 opt. 1	Physician Only	<b>Jensen Administrative Services</b> 4885 So. 900 East #202, Salt Lake City, UT 84117 (800) 345-3248
Intermountain UFCW	Jensen Administrators (800) 345-3248	MCC (702) 792-2994 opt. 1	Entire MCC Network* *Several Specialities not used	<b>Jensen Administrative Services</b> 4885 So. 900 East #202, Salt Lake City, UT 84117 (800) 345-3248
USCO	USI (877) 889-3715	USI Care Management (888) 810-8199	Hospital / Physician	<b>MCC Claims Repricing</b> P.O. Box 98998, Las Vegas, NV 89193-8998
Wal-Mart Stores	Wal-Mart—Med: (800)421-1362 Dental: (800) 462-5410	Hospital: (800) 451-6123	Hospital / Physician	<b>Wal-Mart Claims c/o MCC Repricing</b> P.O. Box 12419, Las Vegas, NV 89112-0419
Whittlesea Bell Las Vegas	MCC (702) 792-2994 • (800) 748-6842	MCC (702) 792-2994 opt. 1	Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 98998, Las Vegas, NV 89193-8998
Whittlesea Bell Reno Division	MCC (702) 792-2994 • (800) 748-6842	MCC (702) 792-2994 opt. 1	Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 98998, Las Vegas, NV 89193-8998

## Provider Updates

### Network News Now On-line

You can now access the Network News on our website at [www.mccnevada.com](http://www.mccnevada.com). Click on "Networks" in the upper left hand corner. Then select "Network News". Here you will find the same information that is on this printed version. The Provider Relations FAQ's will also be archived there, as well as some of the featured articles that appear quarterly. We are excited about this new addition to our website and hope you take advantage of it, too.

### "Communicate For Success"

TPC Summerlin was the site for the first MCC Seminar hosted by Wyeth Pharmaceutical and presented by Cigna. Twenty-three office managers and healthcare employees learned how to "Communicate for Success". The day long American Management Association seminar started with the announcement that Wyeth's Rebecca Burnett had just given birth to a baby girl. Congratulations Rebecca! CEU credits were earned by all attendees. A fall evening seminar involving physicians is in the planning stages with Wyeth.

NETWORK NEWS  
311 North Pecos Road #100  
Henderson, NV 89074

ATTENTION OFFICE MANAGERS:

## *Important Information Inside*



## RealCare Team Service Center



We have redesigned our Team Service Center to better suit our members' needs.

You can contact a Team Service representative either by visiting our website at [www.GETREALCARE.com](http://www.GETREALCARE.com) and clicking on "Contact Us" to send an email to one of our representatives, or you can call **GET-REAL** (435-7325).

**When you call, you will hear a menu for a series of options:**

**Press 1 for Sales and Marketing**

**Press 2 for Benefits and Eligibility or Preauthorizations**

**Press 3 for Claims**

**Press 9 to Repeat the Options**

**Press 0 for an Operator**

\*RealCare Health Plans occasionally experiences a high volume of calls. If you receive a voice mailbox, please leave us a detailed message, and a customer service representative will return your call within 24 hours of your message.

If you need information on a Provider or Facility, please visit our website first. Our on-line directory is the most current, and saves time. You can search a provider or facility on our website by name, zip code or specialty.

### Contact Us

RealCare Health Plans  
311 N. Pecos Rd., Ste. #100  
Henderson, NV 89074

702.GET.REAL  
702. (438.7325)

For Benefits, Eligibility and Authorizations, please press 2  
For Claims Status and Information, please press 3

## ATTENTION: OBSTETRICIANS AND GYNECOLOGISTS

We do our best to keep both the provider and the member satisfied. With the upcoming changes to the OB/GYN field, we would like to hear from you! If you would please notify our Provider Services department with information regarding your practice we would appreciate it. In turn, we would like to inform our members which doctors are taking new patients, and which ones are closed to new patients.

Please take a moment to inform us of your status. Fax, phone or email Sinei Luifau in Provider Services the provider's name, office location, phone number and status of accepting new patients.

Fax: 933.6659

Phone: 792.2994 x217

Email: [sinei\\_luifau@mccnevada.com](mailto:sinei_luifau@mccnevada.com)

Thank you for your attention and time regarding this serious matter.



On behalf of our  
employees at Managed  
Care Consultants, Inc.  
we would like to wish  
you and your families  
a healthy, and happy  
holiday season.

The Executive Staff of MCC