

# NETWORK

## NEWS

ASSOCIATION OF  
Managed  
Healthcare  
Organizations

**MCC**  
MANAGED CARE CONSULTANTS, INC.

A NEWSLETTER FROM NEVADA'S MOST COMPREHENSIVE PPO

SPRING 2002

## Electronic Claims Processing



As of November 2001, Managed Care Consultants, Inc. is now able to accept claims electronically. In maintaining our lead with developing technologies, MCC

has implemented this method to ease the workload of our providers and their billing companies as well as expediting the processing and payment of claims. This service is called MCC Direct.

Processing claims electronically has exceptional benefits for both the provider and Managed Care Consultants. By participating in this option, administration and postage costs are cut, data entry is more accurate, turn around time is greatly reduced, and there is little or no chance of claims being misdirected or lost.

Managed Care Consultants is in the process of implementing the mandatory HIPAA guidelines for electronic claims processing. The goal of a paperless system is one that the provider community and we are aiming to achieve. Our progress can be tracked in future Network News articles which are available on-line at [www.mccnevada.com](http://www.mccnevada.com).

MCC is one of the first managed care companies in Southern Nevada to begin processing claims electronically. 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.

For more information on MCC Direct and participating in the electronic claims process, please email Greg McFarland at [claims@mccnevada.com](mailto:claims@mccnevada.com), or call him at 792.2994.

## Provider Relations FAQ's

This FAQ's section will become a permanent feature in the Network News. In this section, questions that are frequently asked by providers to MCC will be discussed quarterly. The questions will then be archived at [www.mccnevada.com](http://www.mccnevada.com) under the Network News section on our website.

**Q:** What is the CIGNA PAL System?

**A:** PAL means Provider Access Line (CIGNA only). Physicians can refer patients to a specialist, and check eligibility and benefits using the PAL System. The Specialist is able to check for a referral using the PAL system.

**Q:** What is the difference between a Referral and an Authorization?

**A:** A **Referral** is established when a PCP (Primary Care Physician) notifies the CIGNA Provider Access Line (PAL) that they are referring the member to a Specialist. An **Authorization** is established when the Physician is requesting a procedure, test, hospitalization, etc.

**Q:** How long does it take to get an Authorization?

**A:** We ask for 48 hours to receive, review and data enter an authorization. It can take longer when the request is incomplete, or needs the considered review and approval of the Medical Director.

**Q:** What is M&R?

**A:** Milliman & Robertson Healthcare Management Guidelines are the most efficient demonstrated quality use of treatment. MCC utilizes these guidelines for determining if a patient meets the specific criteria for the approval of an authorization for services. M&R portrays the optimal practice patterns.

**Q:** What is RealCare?

**A:** This is a fully insured small group PPO product administered by Managed Care Consultants, and underwritten by Guarantee Trust Life Insurance Company.

**Q:** What does an HMO "look-a-like" mean?

**A:** When a member is a participant in an HMO "look-a-like," they must select a PCP (Primary Care Physician) who is responsible for orchestrating the care of the member. The PCP is responsible for referring the member to a specialist when the level of care is no longer felt to be within their expertise. CIGNA Health Care has a product known as a GPPO (Gatekeeper Preferred Provider Organization). You can identify the GPPO by checking to see if the member's PCP is listed on their ID cards.

**Q:** What does "Self Funded" mean?

**A:** Self-Funded means that a group employer has elected to pay their own employee medical claims instead of paying a premium to an insurance company.

**Q:** What is a "TPA"?

**A:** TPA means Third Party Administrator. TPA's process group employer's medical claim payments.

**Q:** What is The Call Center?

**A:** The Call Center is where the provider or member can call for customer service questions or issues in regards to Managed Care Consultants.



## 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 Administration</b> P.O. Box 12419, Las Vegas, NV 89112
UFCW Intermountain	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
K-Mart	K-Mart Benefits Service Ctr. (800) 335-6278	Health International (800) 448-9776	Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 12419, Las Vegas, NV 89112
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
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>MCC Claims Administration</b> P.O. Box 12419, Las Vegas, NV 89112
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 (818) 991-1598, ext. 203	CCN (800) 572-5508	Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 12419, Las Vegas, NV 89112
So. Nevada Liteweight	MCC (702) 792-2994 • (800) 748-6842	MCC (702) 792-2994 opt. 1	Hospital / Physician / Vision	<b>MCC Claims Administration</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 Administration</b> P.O. Box 12419, Las Vegas, NV 89112
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
USCO	Triad (800) 989-8472	Triad (800) 989-8472	Hospital / Physician	<b>MCC Claims Administration</b> P.O. Box 12419, Las Vegas, NV 89112
VTN Nevada	MCC (702) 792-2994 • (800) 748-6842	MCC (702) 792-2994 opt. 1	Hospital / Physician/Vision	<b>MCC Claims Administration</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). When you are on our homepage, click on "Networks" in the upper left hand corner. You will then find a button on the left for the "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.

### MCC Changes to a New Email Address

MCC has changed their email address from [nvhin.com](mailto:nvhin.com) to [mccnevada.com](mailto:mccnevada.com). For example, [stefanie\\_kring@nvhin.com](mailto:stefanie_kring@nvhin.com) would now be [stefanie\\_kring@mccnevada.com](mailto:stefanie_kring@mccnevada.com). The new email address is also the same as the website address [www.mccnevada.com](http://www.mccnevada.com). By changing our email address to reflect our website address, there's a better chance people will remember them. Please remember to make these changes to MCC employees email addresses you have in your contacts or address books.

ATTENTION: OFFICE MANAGERS:

## *Important Information Inside*



## What Is RealCare Health Plans?

RealCare Health Plans is a fully insured small group product administered by Managed Care Consultants, Inc. and underwritten by Guarantee Life and Trust. In layman's terms, RealCare is a health insurance product directed by Managed Care Consultants, Inc. It is separate from those members who access their health insurance through MCC. You would be able to tell this by their ID cards. A RealCare member will have the RealCare logo on the front of their card. This is the RealCare logo:



Although the product is a separate entity, RealCare members still utilize the MCC Network, Alترنت—meaning, RealCare members use the MCC Provider Directory. However, customer service issues for RealCare, such as checking benefits and eligibility, precertifications, etc., need to be directed to the RealCare customer service reps.

You can reach the RealCare customer service reps in two ways:

- Call: 702.GET-REAL (702.438.7325)
- Email: [customer\\_service@mccnevada.com](mailto:customer_service@mccnevada.com)

If you call the MCC customer service line, you can still reach the RealCare customer service by choosing Option 5 on our phone system menu.

Phone calls that are not answered, are sent to the customer service voice mail and are answered within 24 hours.

If your call does not warrant leaving a message, and you require immediate assistance, please visit our website [www.mccnevada.com](http://www.mccnevada.com) for the following services:

- Download Utilization forms that are normally sent via fax
- Check for a provider using our on-line Provider Directory
- Refer to the PAL list of Doctors and their ID #'s
- Make updates or changes to provider information

RealCare Health Plans is one year old this month! We are excited about our new product and understand the transitions being made to accommodate our new members. We hope this article provided you with the information you need. If not, please feel free to call or email us with any questions and we would be happy to assist you.

### Las Vegas Police Protective Association (LVPPA)

As you know, business relationships often change over time. MCC and the LVPPA have enjoyed their 14-year association, however, the LVPPA has decided to change into a new health benefit arrangement.

As of December 31, 2001, other healthcare vendors will handle all LVPPA precertification, benefits/eligibility, and claims.

MCC has not been made aware of the final decision, and therefore cannot provide you with any information. The LVPPA member should present you with their new insurance card, which should provide you the necessary information.

MCC wishes the LVPPA all the best in their new arrangement.

## DONREY MEDIA GROUP RENAMED TO STEPHENS MEDIA GROUP

Managed Care Consultant's long time client, the Donrey Media Group has changed its name to Stephens Media Group, effective immediately.

Sherman Fredericks, president and CEO of the Stephens Media Group said, "...our new name reflects the Stephens family's commitment to excellence in the newspaper industry."

Stephens bought the Donrey Media Group after Donald W. Reynolds' death in 1993. "Under Jack, Warren and Witt Stephens, Donrey has invested significant resources in the newspapers that have improved the quality of each and their ability to serve the communities in which they are published," said Fredericks.

All information for the Stephens Media Group will remain the same. Please continue sending claims to: P.O. Box 12419, Las Vegas, NV 89112.