

# NETWORK

## NEWS

ASSOCIATION OF  
Managed  
Healthcare  
Organizations

MCC  
MANAGED CARE CONSULTANTS, INC.

A NEWSLETTER FROM NEVADA'S MOST COMPREHENSIVE PPO

SUMMER 2002

## RealCare ID Cards

**Be on the lookout!** RealCare Healthplans continues to grow! There are already over 2500 members utilizing our plan. Below is a copy of the identification card our members will provide you when visiting a provider.

Although it is a separate entity, RealCare members still utilize the MCC Network, Alternet. RealCare Healthplan members also receive benefits such as no referrals needed and no deductible applied to lab services.

Please note the contact information on the back of the card. This information is different than that of MCC's.



## MCC Employee Selected for the Henderson Chamber of Commerce Legislative Action Committee

Gabrielle Sansone, the Sales Manager for RealCare Healthplans, has been selected to participate in the Henderson Chamber of Commerce Legislative Action Committee. This committee is designed to review any and all bills that affect the healthcare industry and the financial impact the bill will have on local businesses.

In this position, Gabrielle will have the opportunity to meet with the Nevada delegates and get a better understanding of their views on our industry. She will read bill drafts as they are created as well as

rank them based on their priority and impact on the healthcare industry. And, if necessary, she will testify on particular bills to legislature in Carson City.

This is an incredible opportunity for both Gabrielle and MCC as we feel we will be able to impact future legislation. We congratulate Gabrielle for being selected, and support her efforts for working for our industry!

## 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 of 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 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.

You can now download the latest copy of the Physician Referral Directory of the CIGNA Nevada Gatekeeper PPO (GPPO) off of our website. Visit [www.mccnevada.com](http://www.mccnevada.com), then click on Networks in the upper left corner, then select the CIGNA Referral Directory button. This directory includes the provider ID's used by the CIGNA PAL Program.

This download requires Adobe Acrobat. If you do not have Adobe Acrobat, just click on the icon when visiting our site, and download the free version onto your computer. This will enable you to see the directory and print it as well.

## 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 fill out the insert provided and fax it to Sinei Luifau in Provider Services at 933.6659. You can also call 792.2994 x217 or email her the information at [sinei\\_luifau@mccnevada.com](mailto:sinei_luifau@mccnevada.com).

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



## Groups Affiliated with Managed Care Consultants, Inc.

| EMPLOYER GROUP  | BENEFITS/ELIGIBILITY   | PRECERTIFICATION                        | NETWORK UTILIZED                                      | SEND CLAIMS TO   |
|---|--|---|---|--|
| Clark County Employees  | Amer. Benefit Plan Admin.<br>(702) 650-6596  | MCC (702) 792-2994 opt. 1               | Mediversal  | <b>American Benefit Plan Administrators</b><br>P.O.Box 43417, Las Vegas, NV 89116-1417                               |
| Encore Productions  | MCC<br>(702) 792-2994 • (800) 748-6842   | MCC (702) 792-2994 opt. 1               | Hospital / Physician                                  | <b>MCC Claims Administration</b><br>P.O. Box 98998, Las Vegas, NV 89193-8998   |
| Group Resources, Inc.   | Group Resources, Inc.<br>(770) 623-8383  | Group Resources, Inc.<br>(770) 623-8383 | Hospital / Physician                                  | <b>MCC Claims Repricing</b><br>P.O. Box 97771, Las Vegas, NV 89193   |
| 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><br>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><br>P.O. Box 7020, Appleton, WI 54912-7020                                     |
| RiteAid Pharmacies<br>UFCW No. Calif. Drug Employers Health Welfare Trust<br>Employers Health Welfare Trust | UFCW No. Calif. Drug Employers Health Welfare Trust<br>(925) 746-7575 • (800) 552-2400 | MCC (702) 792-2994 opt. 1               | Hospital / Physician                                  | <b>UFCW No. Calif. Drug Employers Health Welfare Trust</b><br>2200 Professional Drive #190, Roseville, CA 95661-7742 |
| Sheet Metal Workers of So. Cal, Ariz, Nev   | Sheet Metal Workers<br>(310) 798-6572 • (800) 947-4338                                 | IntraCorp. (800) 527-9226               | Hospital/Physician                                    | <b>MCC Claims Repricing</b><br>P.O. Box 97771, Las Vegas, NV 89193   |
| 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><br>P.O. Box 1065, Amherst, NY 14226 (877)777-6076                               |
| Sizzler Corporation<br>AKA :WRC, INC.   | EBA & M<br>(818) 991-1598, ext. 203  | CCN<br>(800) 572-5508                   | Hospital / Physician                                  | <b>MCC Claims Repricing</b><br>P.O. Box 97771, Las Vegas, NV 89193   |
| St. Rose Dominican  | MCC<br>(702) 792-2994 • (800) 748-6842   | MCC (702) 792-2994 opt. 1               | Select Provider Organization/<br>Hospital / Physician | <b>MCC Claims Administration</b><br>P.O. Box 98998, Las Vegas, NV 89193-8998   |
| Stephens Media Group  | SRT Administrators, Inc.<br>(480)505-0400  | <b>Please refer to member's card</b>    | Hospital / Physician                                  | <b>MCC Claims Repricing</b><br>P.O. Box 97771, Las Vegas, NV 89193   |
| U.F.C.W. #711<br>Retail Food/Courtesy Clerks  | Jensen Administrators<br>(800) 345-3248  | MCC (702) 792-2994 opt. 1               | Physician Only  | <b>Jensen Administrative Services</b><br>4885 So. 900 East #202, Salt Lake City, UT 84117 (800) 345-3248             |
| UFCW Intermountain  | Jensen Administrators<br>(800) 345-3248  | MCC (702) 792-2994 opt. 1               | Entire MCC Network*<br>*Several Specialities not used | <b>Jensen Administrative Services</b><br>4885 So. 900 East #202, Salt Lake City, UT 84117                            |
| USCO  | Triad<br>(800) 989-8472  | Triad<br>(800) 989-8472                 | Hospital / Physician                                  | <b>MCC Claims Repricing</b><br>P.O. Box 97771, Las Vegas, NV 89193   |
| VTN Nevada  | USI<br>(800) 890-1636  | MCC (702) 792-2994 opt. 1               | Hospital / Physician / Vision                         | <b>MCC Claims Administration</b><br>P.O. Box 98998, Las Vegas, NV 89193-8998   |
| Wal-Mart Stores   | Wal-Mart—Med: (800)421-1362<br>Dental: (800) 462-5410                                  | Hospital:<br>(800) 451-6123             | Hospital / Physician                                  | <b>Wal-Mart Claims c/o MCC Repricing</b><br>P.O. Box 12419, Las Vegas, NV 89112-0419                                 |
| Whittlesea Bell Las Vegas   | MCC<br>(702) 792-2994 • (800) 748-6842   | MCC (702) 792-2994 opt. 1               | Hospital / Physician                                  | <b>MCC Claims Administration</b><br>P.O. Box 98998, Las Vegas, NV 89193-8998   |
| Whittlesea Bell Reno Division   | MCC<br>(702) 792-2994 • (800) 748-6842   | MCC (702) 792-2994 opt. 1               | Hospital / Physician                                  | <b>MCC Claims Administration</b><br>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.

### 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, [joe\\_smith@nvhin.com](mailto:joe_smith@nvhin.com) would now be [joe\\_smith@mccnevada.com](mailto:joe_smith@mccnevada.com). The new email address is also the same as the website address [www.mccnevada.com](http://www.mccnevada.com). 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*



## RealCare Health Plans Continues to Grow



RealCare Health Plans continues to grow! We now have over 50 groups with over 2000 members. Be on the

look out for our new members and their ID cards. Remember, RealCare members still utilize the MCC Network, Altnet—meaning, RealCare members use the MCC Provider Directory. However, customer service issues for RealCare, such as checking benefits and eligibility, pre-certifications, etc., need to be directed to the RealCare customer service reps at GET-REAL (438.7325).

The plans were designed to offer flexibility such as no referrals needed to see a specialist and no deductible applied to lab services. We accept groups as small as 2 employees. If you're looking for a quality healthcare plan in Nevada, then GET REAL. For more information, please call our sales department at GET-REAL (438.7325).

RealCare Health Plans is a fully insured small group product administered by Managed Care Consultants, Inc. and underwritten by Guarantee Trust Life Insurance Company.

### IMPORTANT REALCARE CONTACT INFORMATION:

- Call: **702.GET.REAL** (702.438.7325)
- Email: **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.getrealcare.com](http://www.getrealcare.com) for the following services:

- Download Utilization forms that are normally sent via fax
- Check for a provider using our on-line Provider Directory
- Make updates or changes to provider information

### THE ST. ROSE SPO DIRECTORY IS NOW ON THE WEB.

You can now access the St. Rose SPO directory on our website. Visit [www.mccnevada.com](http://www.mccnevada.com), and choose the "Provider Directory" button in the gray menu to your left. Click the button for the Altnet directory. Just below the heading of the page are links to the IMN and SPO directories. Clicking on each of these links will bring you to that directory launch page.

The SPO directory is used for St. Rose members only. If you have any questions regarding this directory and how to use it, please contact Sini Laifau with Provider Relations by calling (702) 792-2994, x217.

## COMING SOON!

MCC is working with Wyeth Labs to create educational sessions for the providers on our network. Soon, our providers will be able to take advantage of these sessions and possibly earn Continuing Education points. We will keep you updated on this exciting partnership.