



**Happy Holidays from
MedCall!**

MOMENTUM

A Quarterly Newsletter from MedCall

Volume 1, Issue 3

DECEMBER 2015

Avoiding Rejections With the MedCall Member ID Number

Number Gives Needed Information to Better Process Claims

by Katie Anceravage
MedCall Client Services Supervisor

The MedCall Member ID Number is a critical component to ensure that patient medications are properly processed and covered. **What makes the Member ID number unique is that it is date driven.**

"We know that the time it takes to fill a prescription is vital to making sure that patients get the medications they need," said Ann Beal, MedCall senior director of Operations. "The Member ID Number helps us easily identify patients and the homes where they reside."

The Member ID Number also gives facilities insight into costs. "The Member ID Number is listed on a client's invoice," said Ann. "This lets administrators see who is getting medications and what they are being billed for."

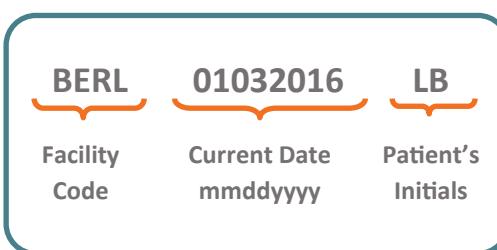
Let's breakdown the MedCall Member ID by using an example for a fictitious patient named Lucille Bluth, who resides at the fictitious Balboa Estates Residential Living.

The Member ID number is created by using a facility code, the current date and the resident's initials for his/her last name. The Member ID number can be up to 14 characters longs.

MedCall clients assign the facility code. For this example we used BERL as a facility code for the fictitious Balboa Estates Residential Living. Facility codes can be 1 to 4 characters that include numbers and letters.

This example uses the date of January 3, 2016. The MedCall Member ID uses the format of mmddyyyy. And Mrs. Bluth's initials are LB.

The MedCall Member ID for prescriptions ordered on this day is **BERL01032016LB**.



Again, regardless of the number of prescriptions processed for Mrs. Bluth on January 3, 2016, her MedCall Member ID number for that day is BERL01032016LB. On January 24, 2016, Mrs. Bluth's number would change to BERL01042016LB.

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Meet MedCall Client Relationship Specialist Sue Hennes

When customers phone MedCall and hear a distinctive New York accent, they know that they've reached client relationship specialist Sue Hennes.

"Sue is such a positive and caring spirit. She resonates with everyone she meets," said Ann Beal, senior director of Operations at MedCall. "And she serves our clients with the utmost care."



Sue came to MedCall in 2013 because she wanted to continue working with Ann. After moving to North Carolina in 2012, she took a banking position with Wells Fargo, where she met Ann. Sue enjoyed working with Ann so much that when Ann left the bank to work at MedCall, Sue applied for a part-time position with the company. Six months ago she was promoted to a full-time position.

"I've learned so much since becoming a full-time employee," said Sue. "When I was part-time, I answered calls when other staff members were out. Now I am learning all aspects of the MedCall operation, which lets me better serve our customers."

Sue says her days are never boring or typical. She spends time most days researching the locations of back-up pharmacies from MedCall's network of more than 65,000 retail, specialty or closed-door pharmacies. This guarantees that MedCall's clients can easily and successfully access back-up pharmacies when patients need medications, day or night.

During her workday Sue will also field calls on claim rejections from back-up pharmacies. Most rejections involve questions about the day's supply, the expense or documentation, such as an incorrect Member ID Number. (See this month's cover story for more on the MedCall Member ID Number.)

"I also help customers with questions about their invoices," said Sue. "We want all our customers to be satisfied with our services so I'll investigate disputed claims and work to find resolutions."

Sue has seen tremendous growth in her two years with MedCall. "MedCall started in a small space in Oxford, N.C.," she said. "The growth has been amazing. We now operate in a modern office in Raleigh, and we have the opportunity to offer our clients added services, such as STAT delivery and on-call, back-up pharmacy services. It's so exciting."

In her free time, Sue likes to visit her sister and her family in Virginia, enjoys spending time with her new North Carolina neighbors and likes going to the movies.

Back at the office, Sue is a driving force behind MedCall office celebrations. "Sue remembers and plans parties for our birthdays and life events," added Ann. "She brings laughter to our team and truly impacts our working environment – all for the better."

Sue considers her MedCall colleagues her "family away from home," and her dedication to her job is evident. "I work with a great group of people," she said. "I enjoy coming to work each day!"

With team members like Sue on board, MedCall clients can be certain that their back-up pharmacy needs are being promptly met with professionalism and proficiency.

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In addition to the Member ID, the following billing information should be provided to the back-up pharmacy:

- Bin # 016093
- PCN # 5289
- Rx Group # (refer to LTC Rx Card)

MedCall provides clients with a handy printable card (below) that serves as a reminder when ordering prescriptions.

"The MedCall printable card can be placed in a centralized location at your LTC pharmacy for staff to reference the billing information for back-up pharmacy orders," added Ann. "Taking these steps can help clients avoid common rejections when processing a prescription."



LTC Pharmacy Name

(1) Member ID # (Facility Code / Date / Initials)
(a) AAAL (b) 01242015 (c) LB

(2) BIN # 016993

(3) PCN # 5289

(4) Group Rx # (refer to LTC Rx Card)

MedCall Helpline 24/7 866-607-6980

If you have any questions about creating a MedCall Member ID Number or the MedCall billing information card, please contact your account manager or call **1-866-607-6980** to speak with a MedCall representative.