

MEDICA®

Regional Mail Operation (RMO) Sendback Letter

When does Medica use the RMO Sendback Letter?

- The RMO Sendback Letter is because the member is not a Medica member or cannot be identified by the member number submitted.

What does the provider do when a RMO letter is received?

- Validate member number and resubmit claim as appropriate.

If you have not received communication 30 days from the date of submission:

- Ensure all incoming mail is worked
- Work electronic reject reports
- Check status of claim electronically or by calling the Provider Service Center at 1-800-458-5512.

Please see the attached 'Sample' letter.

MEDICA®

PO Box 30990
Salt Lake City, UT 84130

Provider Name
Provider Address
Provider City, State Zip

Dear *Provider Name*;

The following information for a member who cannot be identified was received by our office for processing:

Claim # _____ Insured Name _____
Provider Name _____ Insured ID # _____
Date of Service _____ Patient Name _____
Amount of Charge _____ Patient Control # _____

In order for us to proceed, we need the following, additional or updated information.

Employee's Name _____
Member ID Number _____
Employer's Name _____
Medica Policy or Group Number _____

This information can be found on your patient's Medica ID card, and can be either listed above or a copy of the front and back of the ID card can be enclosed with this letter. Please be sure to include the information we provided in this letter with any correspondence.

Please return all of the above information to:

Medica
PO Box 30990
Salt Lake City, UT 84130

If the documentation applies to a carrier other than Medica, please have your patient contact his/her Employee Benefits Department to obtain the correct mailing address.

If you have any questions, please contact Provider Service at 1-800-458-5512.